



2025 Annual
**Accessibility
Report**

December 2025



Table of Contents

Executive Summary	4
1.0 MiWay’s Service Profile.....	5
2.0 MiWay’s Vision 2029 and Beyond: Transforming Mississauga.....	6
3.0 Our Dream, Our Role and Our Promise	8
4.0 Conventional Services – 2025 Service Profile.....	9
5.0 New Initiatives and Improvements.....	10
5.1 MiWay Joins the Hidden Disabilities Sunflower Program.....	10
5.2 Ride Kind Campaign	12
5.3 MiWay Bus Fleet Colours – Goodbye Blue, Hello Orange.....	13
5.4 Bus Destination Signs	13
5.5 Central Parkway Transitway Station Bus Loop	14
5.6 Transitway Wayfinding Study.....	15
6.0 Ongoing Transit Infrastructure Improvements.....	17
6.1 Bus Stop Improvements.....	17
6.2 Accessibility During Construction Projects	19
6.3 Transit and Active Transportation Infrastructure: Tactile Plates.....	20
6.4 Sidewalk Program	21
6.5 Red Plastic Treatment Program	21
6.6 Higher Order Transit Projects	22
6.7 Hurontario LRT Temporary Transit Infrastructure	23
6.8 Bus Rapid Transit (BRT) Standard Shelter Design	24
6.9 Enhanced Shelter Program	25
6.10 Digital Screens for Terminals and Rapid Transit Infrastructure.....	25
7.0 Information & Communication.....	27
7.1 Accessible Web Content and Print Material.....	27
7.2 Images for Web Content and Print Material.....	28
8.0 Training and Accessible Customer Service.....	29
8.1 Operator Training and Communication Improvements	29
8.2 Transit Operator Recruitment	30
8.3 Customer Service Staff Training and Accessible Service.....	30

8.4 Improving Customer Service Delivery31

8.5 Customer Service In-Person Support32

8.6 Customer Feedback and Research32

9.0 Moving Accessibility Forward in 2025.....34

9.1 Improving the Bus Wheelchair Securement System..... 34

9.2 Improving the Digital Trip Planning Experience35

9.3 Enhancing the Transit Operator Training Programs35

10.0 Consultation of the Report.....36

11.0 Plan Approval & Communication Strategy36

12.0 More Information.....37

Executive Summary

The City of Mississauga is committed to improving accessibility for people with disabilities. As part of this commitment, MiWay publishes an annual Accessibility Report that provides an update on the planning and implementation of activities undertaken by MiWay to make all its services, operations, and facilities accessible. This annual report highlights MiWay's 2025 accomplishments.

The goal of the AODA is to identify, prevent and remove barriers to make Ontario accessible for all. To meet this goal, the Act outlines accessibility requirements so people with disabilities can participate in all areas of daily life. The requirements are applied under five standards:

- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Customer Service

There are several requirements under the Accessible Transportation Standard outlined in the AODA and MiWay is fully compliant with all identified requirements.

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;
- Implementing communication services and providing accessible information 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 13th, 2026.

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 Vision 2029 and Beyond: Transforming Mississauga

As development becomes more mixed, intense, and interconnected, Mississauga is shifting from a car-centric city to one where public transit is a priority. Vision 2029 and Beyond: Transforming Mississauga (2025-2029) will contribute to the transformation of public transit in Mississauga over the next five years. The strategy outlines how we are building a thriving and sustainable transit service that meets the needs of riders, employees, and the community. Our success will be measured by strong rider satisfaction, secure investment from development partners, community pride in transit, and a thriving, inclusive workforce. By 2029, MiWay will be a transformative force in making Mississauga a connected, sustainable, and vibrant city.

The people of MiWay have a dream for a city transformed by the power of transit as an economic, social, and environmental catalyst. We have a pivotal role to play in this transformation, which informs our strategic decisions. The core of our strategy is the new way in which we will work with others to achieve our shared goals for the city we love.

Strategic Themes:

The Plan is built around three core strategic themes:

- Levelling Up MiWay
- I Love MiWay
- MiWay of the Future



Levelling Up MiWay:

We're strengthening the organization and our capacity to lead.

MiWay will strengthen its organization, improve leadership, and adopt innovative approaches to enhance operational effectiveness, such as exploring hydrogen buses and on-demand services.

Desired outcome: Inclusive planning, operational excellence, and a fresh openness to creative problem solving and opportunities will result in more effective delivery of transit services paving the way for growth and meeting the needs of a complete city.



I Love MiWay:

We will be the mobility option that people prefer, every time

The goal is to make MiWay the preferred transit choice through an elevated customer experience, inspired employee culture, and deep community engagement.

Desired outcome: A strong bond with transit riders, residents, City staff, Council members, employers, and others, because we are central to helping them achieve their goals.



MiWay of the Future:

Providing the transit we need, to be the City we want.

MiWay will focus on securing sustainable funding, building strategic partnerships, and updating its fleet to meet future demand, including zero-emission vehicles and integrated service infrastructure.

Desired outcome: Working with our stakeholders in new ways, we will create the vision and gather support for a sustainable transit system that makes more possible for Mississauga.



3.0 Our Dream, Our Role, and Our Promise

What result do we hope to achieve through all we do?

Our Dream: A City transformed by transit.

What is our role in realizing that outcome?

Our Role: MiWay leads the future of transit, delivering the best experience in the moment.

What will help us make the right choices at the most challenging moments, building on The City of Mississauga's values of Trust, Quality and Excellence?

Our Promise:

- There for each other with courage, authenticity, service, truthfulness, love, and effectiveness
- There for customers as promised in our **Customer Charter:**

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 is 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.

**Safety
First**



**Reliable
and on time**



**Excellent
Customer Service**



**Keeping you
informed**



4.0 Conventional Services - 2025 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).
Network Span of Service	Monday to Friday: 24 Hour Service Saturday: 24 Hour Service Sunday: 4:41 AM to 2:37 AM
Annual Passenger Boardings	52.1 Million
Annual Revenue Ridership	37.8 Million
Annual Revenue Service Hours	1.51 Million
Annual Vehicle Hours	1.63 Million
Annual Revenue Kilometres	27.8 Million
Number of Routes	67 Routes (as of Dec. 2025): <ul style="list-style-type: none">• 8 Express Routes• 50 Regular Routes• 9 School Routes
Fleet Composition	498 accessible buses (as of Dec. 2025)



5.0 New Initiatives and Improvements

5.1 MiWay Joins the Hidden Disabilities Sunflower Program

In September 2024, MiWay joined the global [Hidden Disabilities Sunflower Initiative](#) as the first municipal transit provider in Canada to become a member. This is a significant leap forward in supporting riders with invisible disabilities by improving their travel experience. In 2025, the first year of the program saw MiWay provide approximately 4,000 Sunflower lanyards to customers expressing a desire to participate in the voluntary program. These lanyards are a discrete way to communicate with MiWay employees that they would benefit from additional support. MiWay receives many stories from customers and supporting agencies expressing appreciation for the program. MiWay was recognized at the annual Canadian Urban Transit Association (CUTA) conference with an Equity, Diversity, and Inclusion award for implementation of the Sunflower program.



About the Hidden Disabilities Sunflower Program

The Hidden Disabilities Sunflower program is an internationally recognized symbol for persons with non-visible disabilities, launched in 2016 with Gatwick Airport in the United Kingdom. Since then, the global program has expanded across a broad range of sectors – ranging from retail, financial services, transport including more than 200 airports, travel and tourism, education, government, as well as healthcare, emergency service, and entertainment. The program has grown in Canada to include Toronto Pearson Airport, Air Canada, and Metrolinx. For more information about the Hidden Disabilities Sunflower program and MiWay, visit the MiWay website.

The Importance Behind the Program

In Mississauga, more than 201,000 people live with a disability. The Hidden Disabilities Sunflower program highlights that 80 per cent of these disabilities are not visible to others including Attention Deficient and Hyperactivity Disorder, autism, dementia, hearing loss, low

vision, anxiety, and epilepsy. The program promotes a compassionate and patient approach to helping everyone who needs help.

How Does the Program Work?

The program empowers MiWay customers with invisible disabilities to wear a Sunflower lanyard, which discreetly informs transit staff that they need more support, help, patience, or time. The Sunflower image symbolizes happiness, positivity, strength, growth, and confidence.

MiWay has undertaken extensive training to ensure all staff can recognize and respond to customers participating in the program. MiWay employees recognize the Sunflower logo and show support by:

- Asking if you can help
- Being kind
- Not judging
- Having patience
- Listening closely
- Offering to kneel the bus and lower the ramp
- Showing respect
- Showing sensitivity

Sunflower program lanyards are available at the City Centre Transit Terminal Information Booth or via email request at miwayhelps@mississauga.ca.



5.2 Ride Kind Campaign

In 2025, MiWay launched the “Ride Kind” campaign with playful messaging to promote passenger courtesy in shared public spaces on transit. The campaign featured a mix of communication approaches using social media, bus shelter ads, interior bus cards, and onboard announcements.

The key messages included being mindful of the volume of your voice and electronic devices, boarding the bus in orderly fashion, allowing those exiting the bus to pass first, fare payment, moving towards the back of the bus to allow room for others and respecting the priority seating area.

Of note, the social media campaign elements were particularly well received, garnering over 3 million views.



5.3 MiWay Bus Fleet Colours – Goodbye Blue, Hello Orange

MiWay started to transition the bus fleet to one colour which makes it easier for customers to identify MiWay buses at shared stops and provide consistency. As MiWay continues to grow, we will have greater fleet flexibility to respond to changes in customer demand and operational circumstances across the transit network. In 2025, MiWay has successfully phased out the blue buses in our fleet and expanded the number of new, orange hybrid-electric buses that provide daily service.



5.4 Bus Destination Signs

To further enhance accessibility and the customer experience, over the years MiWay has implemented 3 phases of destination sign improvements:

Phase 1: MiWay has made it easier for customers to identify express routes by adding EXPRESS first, abbreviating the word “EXPRESS” to “EXP” in the route name with an increased font size and decreased the size of the direction letter.

Phase 2: MiWay has improved the sign readability for our customers by shortening route names to display less text, removing hyphens, and using smaller direction letters at the front and rear signs for improved readability.

Phase 3: MiWay has improved the screens on the front and rear of new buses to make it easier for customers to read the destination and route number from a distance. The destination signs on newer MiWay buses display route information in white-coloured text, replacing the standard, amber-coloured text, making the words easier for customers to see. Buses older than 2023 will continue to display route information in standard, amber-colored text, as they lack the latest destination sign technology.

Effective April 2025, MiWay standardized its bus signage by displaying only route information on overhead bus destination signs. Special signage messages for City recognized events and dates are no longer displayed on MiWay buses. Removing these messages from bus signage allows us to prioritize route information while ensuring that recognition of these events remains prominent through other channels. This change is being implemented to enhance clarity and accessibility for riders by ensuring that destination signage consistently provides route information, minimizing passenger confusion.



Figure 1: Example of standardized bus destination sign with simplified route information only.

5.5 Central Parkway Transitway Station Bus Loop

To enhance the existing transit infrastructure, Central Parkway Transitway Station is undergoing an improvement that will convert the existing passenger pick-up/drop-off (PPUDO) loop and the five (5) temporary parking spaces to a bus loop.

Detailed design was completed in July 2025 and construction commenced in October 2025 with an anticipated completion in 2026. The new bus loop design will incorporate the following accessibility features:

- Multi-use trail in front of the nearside bus stops, including tactile attention and directional indicators on the east side of Central Parkway East;
- Dedicated 4.0 m bicycle crosswalk with depressed curb and bicycle traffic signal head;
- Dedicated 4.0 m pedestrian crosswalk with tactile warning plates on the depressed curb and pedestrian traffic signal head;
- Relocated southbound shelter pad closer to the station building to provide easier and more direct access to the station entrance via the crosswalk;
- Dedicated 3.5 m sidewalk within the proposed bus loop for customer use; and
- Potential bus shelter on the south side of the bus loop for customer convenience.

Pedestrian accessibility plays a key role during construction. An accessible walk path has been maintained at all times.



Figure 2: Construction for the new bus loop at Central Parkway Transitway Station commences.

5.6 Transitway Wayfinding Study

In 2025, MiWay completed the study to improve wayfinding at the nine MiWay operated Transitway Stations, including City Centre Transit Terminal. The study aims to enhance the customer experience at the stations through the design and implementation of a uniform and purposeful family of sign fixtures. The study includes a current state assessment to identify wayfinding gaps and opportunities, transit agency best practices, wayfinding masterplan complete with design guidelines and sign typologies, and an implementation plan.



Figure 3: Example of wayfinding components shown on conceptual drawing of City Centre Transit Terminal

The wayfinding strategy developed from this study will place a strong emphasis on addressing accessibility needs and will adhere to the Accessibility for Ontarians with Disabilities Act (AODA) guidelines and the City of Mississauga's Facility Accessibility Design Standards (FADS). Findings from the study has been shared with the Transit Advisory Committee (TAC) and MiWay customers through Public Information Centres for awareness and feedback. Implementation of the wayfinding enhancements is planned for 2026.

In response to frequent wayfinding questions about platform locations from passengers, a simplified map of the City Centre Transit Terminal was designed and installed at key points within the terminal. The map design takes a simplified approach with accessibility in mind and clear markings to denote location and labels of the platforms.

6.0 Ongoing 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. Extending the concrete pad ensures passengers can safely exit from the rear door of the buses without stepping down into mud or grass.

MiWay reviews existing transit infrastructure to determine where additional improvements could be introduced within the network to enhance accessibility and improve the overall customer experience. A key focus has been reviewing all existing transit stop infrastructure (concrete landing pads) to ensure that the existing slope of the concrete pad meets the City of Mississauga's Facility Accessibility Design Standards. MiWay plays a key role in identifying locations for improvements.

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.

6.1 Bus Stop Improvements

In 2025, a total of 248 stop improvements were completed:

- 155 concrete landing pads were installed or improved across the City by the Works Operations and Maintenance Team (WOM) and MiWay's contractor as part of MiWay's annual landing pad program to increase accessibility. The improvements cover stops previously with no effective pads, excessive slope conditions, or no sidewalk accessibility. Based on the improvements, approximately 0.6% remaining stops serviced by MiWay do not feature a leveled hard surface for customers to board and alight.
- 70 new standard shelters were installed by 2025 year end as part of MiWay's annual standard shelter program. Nearly 40% of all MiWay stops now have shelters.
- 23 stops were improved as part of other programs: 12 stops as part of the Queen Elizabeth Way Improvement Project, 4 stops as part of the Credit Woodlands

Integrated Road Project, 3 as part of the Dixie Road Surfacing Project and 2 as part of the 2025 City Sidewalk Program.

To further improve accessibility at bus stops, as part of MiWay's bus stop inventory data collection program, staff collected measurements for pedestrian landing pads to ensure stops meet accessibility requirements with respect to:

- Landing pad width;
- Cross-slope and running slope; and
- Sidewalk and sidewalk connections.

MiWay will continue to collaborate with Active Transportation, Capital Works, and WOM to address and upgrade the inaccessible stops, including integrating transit infrastructure improvements as part of roadway projects.



Figure 4: New customer landing pad and shelter pad at bus stop #0122 Bromsgrove Road at Playford Road.

6.2 Accessibility During Construction Projects

To enhance accessibility for our customers during construction, MiWay reviews construction management plans and coordinates with the contractors to minimize disruptions to transit stops. When feasible, temporary wooden platforms or temporary stop pads are installed using asphalt or rubber mats to provide accessible conditions during the construction. MiWay also coordinates with other transit agencies to improve stops within other jurisdictions which includes stop consolidations and/or new infrastructure.

For infrastructure construction projects adjacent to residents' or commercial properties, MiWay delivered construction notices to provide notification and project information including work details, potential impacts, safety notes and contact information.

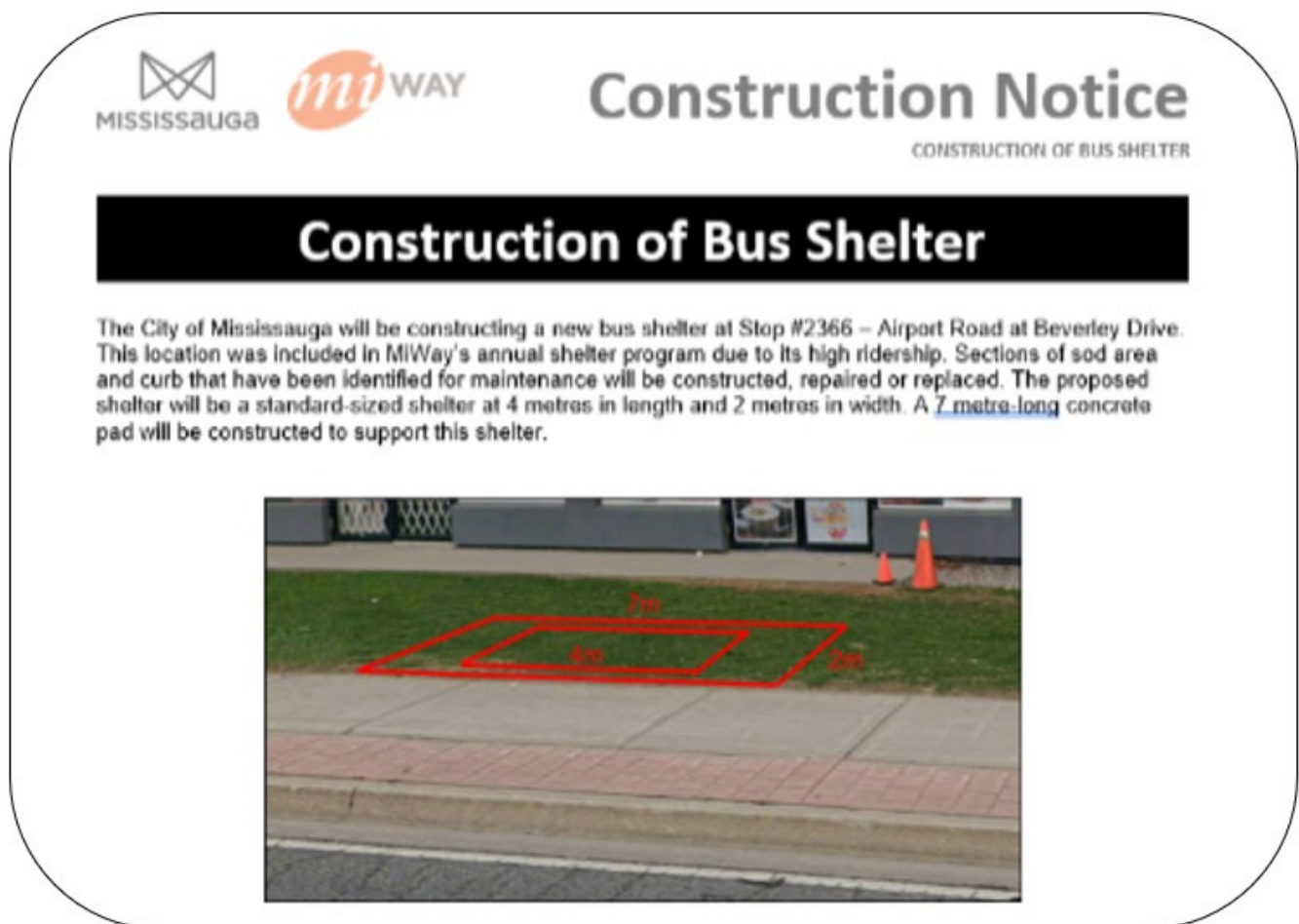


Figure 5: Construction Notice Example for MiWay Infrastructure Works

6.3 Transit and Active Transportation Infrastructure: Tactile Plates

MiWay has implemented stop infrastructure improvements (e.g., pedestrian landing pads and shelters) in collaboration with the City's Active Transportation team by implementing integrated transit standards at mixing zones, where bus stops are located adjacent to bike lanes, cycle tracks, and multi-use trails.

Infrastructure improvements at mixing zones include detectable warning surfaces (i.e. tactile plates), cyclists yield to pedestrians' signs, and shark's teeth markings. These measures are implemented to increase awareness between the various users of the mixing zone and provide warning to transit riders alighting from the buses and boarding from sidewalks that they are entering an area of potential cyclist presence.



Figure 6: Example at mixing zone improvement at stop #1887 Britannia Road and Glen Erin Drive

6.4 Sidewalk Program

MiWay aims to create an accessible system that ensures all stops within the City of Mississauga boundary, 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.



Figure 7: New Stop Infrastructure on Eglinton Ave in 2025 Sidewalk Program

MiWay is collaborating 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.

6.5 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 to mitigate impacts to bus operations. MiWay has an annual Red Plastic Paint Treatment

where a red surface paint 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, enhancing safety for both operators and customers. In 2025, the four bus bays at the intersection of Erin Mills Parkway and Dundas Street West were completed.



Figure 8: Laird and Vega Transit Terminal with the red surface treatment application.

6.6 Higher Order Transit Projects

In 2025, the City retained a consultant to carry out the detailed design for both the Dundas BRT and Lakeshore BRT projects. Additionally, Metrolinx is refining the conceptual designs for the Eglinton Crosstown West Extension, which includes significant expansion of the Renforth Transitway Station. On these higher-order transit projects that impact service, MiWay has continued to advocate for accessible temporary and ultimate infrastructure.

Examples of this include requirements to maintain convenient, safe, and accessible temporary transit stops within the project area for the duration of construction that are hard surfaced, barrier free, and supported with customer facing notices.

MiWay strives to achieve full AODA mobility access in the ultimate condition for these projects when employing our standards and requirement as it prioritizes pedestrian connectivity to/ from stops, tactile surfaces in addition to other important considerations.

6.7 Hurontario LRT Temporary Transit Infrastructure

With ongoing construction for the Hazel McCallion Line (HML) project, the entire corridor is affected by work within boulevards and roads, including lane reductions/shifting, and other disruptions. To minimize the construction impact to transit service/infrastructure and customers, MiWay proactively engaged with Metrolinx and their contractor to implement 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 maintain accessibility. Where existing express stops were disrupted, larger signs were created for these temporary stops to increase visibility to passengers and operators. 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 HML heavy civil construction. When detours are required due to construction, temporary stops are installed whenever feasible to mitigate disruptions to affected stops and to maintain accessibility during the detour.

The result of successful design has yielded plans that 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.



Figure 9: Temporary pedestrian landing pad platform.

HML construction continues to significantly impact transit operations at the City Centre Transit Terminal throughout 2025. These impacts previously led to multiple bus bay and terminal closures. During these phases, temporary landing pad platforms and walkways/ramps were installed to ensure accessible transit service was maintained.



Figure 10: Temporary pedestrian walkways and ramps.

6.8 Bus Rapid Transit (BRT) Standard Shelter Design

With the upcoming Bus Rapid Transit (BRT) projects, MiWay has established a standard BRT shelter design to achieve a consistent look and feel across the city. This standard design will be adopted and further refined based on project needs. As part of this process, MiWay compiled the applicable accessibility requirements through close engagement with the City's Accessibility Specialist from the Facilities Planning and Accessibility team. Measures include but are not limited to ramps, railings, tactile warning strips, and spatial provisions. As the detailed design of Dundas and Lakeshore BRT develops, MiWay is working closely with the project teams to ensure the standard shelter design can be implemented seamlessly. Where modifications are required due to project constraints, MiWay is ensuring accessibility requirements are not compromised.

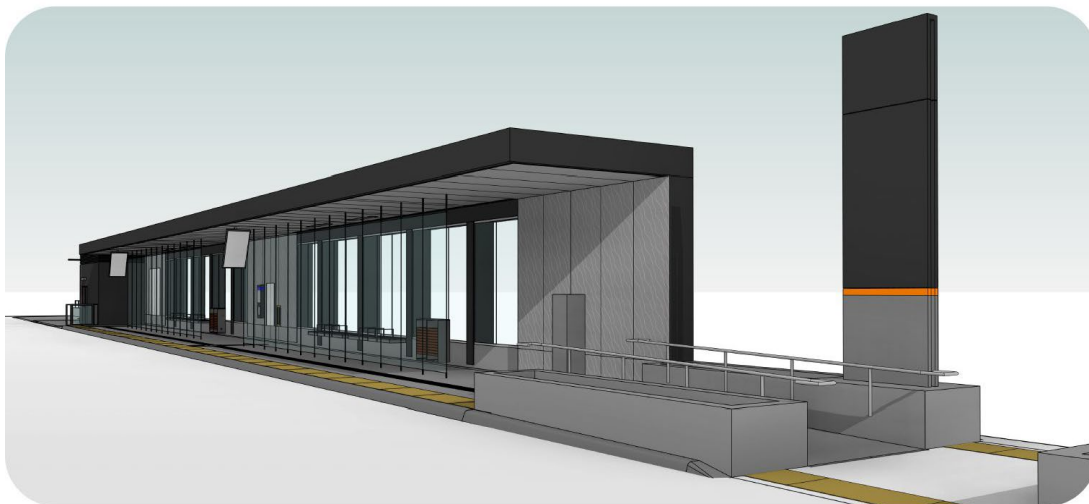


Figure 11: Rendering of a future BRT Shelter along Dundas Street

6.9 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 are larger than the existing on-street standard shelter, featuring enclosed heated areas, wave sensors and digital displays providing real-time 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.

10 new enhanced shelters were installed in 2025, and 5 new enhanced shelters will be installed in early 2026, bringing the total number of enhanced shelters to 57. These larger shelters improved customers amenities along current and future express corridors.



Figure 12: Enhanced bus shelter located at Erin Mills at Leanne Blvd.

6.10 Digital Screens for Terminals and Rapid Transit Infrastructure

The Request for Proposal (RFP) procurement was initiated to support the design and installation of transit digital signage for the Hurontario (Hazel McCallion) Light Rail Transit (HMLRT), the replacement of media players at transit terminals, and the implementation of a cloud-based content management system to display real-time transit service messaging.

A competitive RFP process was completed in 2025, resulting in the selection of a qualified vendor. Work is currently underway to finalize the physical design of the digital screens for the Hazel McCallion Line along Hurontario Street. In parallel, efforts are ongoing to develop accessible content templates for the City's existing digital screens in collaboration with the City's Accessibility Specialist from the Facilities Planning and Accessibility team.

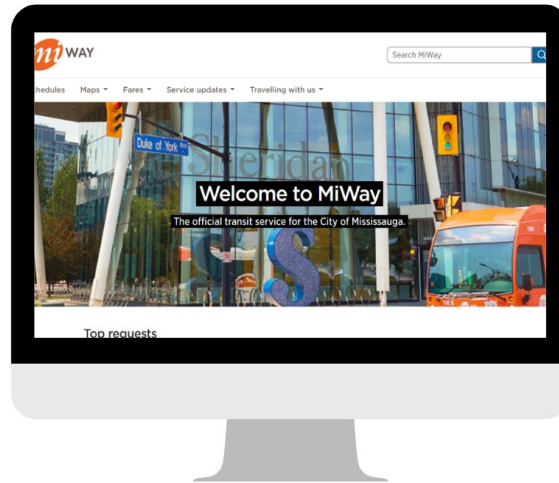
The rollout to existing locations — including the City Centre Transit Terminal, Kipling Bus Terminal, and Westwood Square — is expected to begin in the first quarter of 2026, with completion planned for the second quarter of 2026.

Additionally, this procurement establishes a supplier of record for the future design and installation of transit digital signage across new terminals and enhanced bus shelters. MiWay's new enhanced shelters will incorporate digital screens and modern amenities, improving accessibility, information delivery, and the overall customer experience across Mississauga's transit network.

7.0 Information & Communication

7.1 Accessible Web Content and Print Material

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



Ongoing compliance activities include:

- Adherence to the City's design principles which integrates accessibility;
- Adherence to the City's consistent design language in which the POUR (Perceivable, Operable, Understandable, Robust) accessibility principles are applied to make our design language and code more inclusive to users of all abilities;
- Web content is written with a customer lens, plain language and optimized for accessibility to make it easier for screen readers;
- Updates to brand guidelines to ensure digital design colours and fonts utilized adhere to WCAG 2.0 AA standards and future versions of WCAG;
- Review of MiWay's Accessible Services webpage at miway.ca/accessibility. Information pertaining to accessible services, policies and procedures is available online for all customers;
- Develop website content that is accessible to web users.
- Provide web descriptions for screen readers such as image ALT tags and web link title attributions;
- Add ALT tags to images used on MiWay's social media channels;
- Review print material produced to ensure font type, colour sizes, spacing, line height and contrast are accessible.

Moreover, to further enhance the miway.ca website experience, customers can use the Google Translate feature on MiWay's webpage to view the information in multiple languages.

7.2 Images for Web Content and Print Material

In 2024, MiWay partnered with members of the Accessibility Advisory Committee (AAC) to conduct a photoshoot to ensure MiWay content is reflective of all customers. These photos will be used in web and print content.



In 2025, MiWay redesigned the Rider Guide and Map based on customer feedback and frequent questions about riding transit. The refreshed guide includes the MiWay network map, tips to make riding transit easier, information about the Sunflower Initiative for Hidden Disabilities and courtesy reminders about the accessible seating area.

Additionally, several volunteers from the Accessibility Advisory Committee and community members lent their support and participation in two Customer Appreciation Days and the Santa Claus Parade to demonstrate the accessibility of the transit network and the welcoming and inclusive environment of the MiWay community.



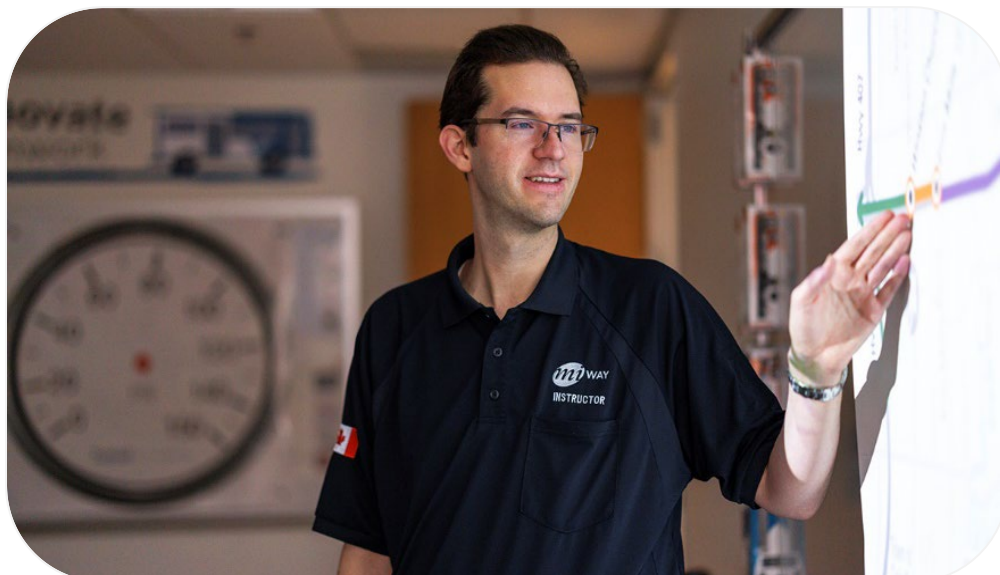
8.0 Training and Accessible Customer Service

8.1 Operator Training and Communication Improvements

In 2025, the MiWay Learning Centre conducted nine New Transit Operator Training Program classes for new hires and eighteen Refresher Training Program classes for existing Transit Operators. Accessible customer service remains an important module covered in both programs through classroom discussion and on-the-road application. Topics in these programs include:

- City of Mississauga’s eLearning module “Accessibility for Ontarians with Disabilities”;
- MiWay’s accessibility policies and procedures;
- The role of the Transit Operator in providing accessible customer service;
- The significance of visible and non-visible disabilities;
- The Sunflower Program, its purpose, how to identify the logo and how Transit Operators can offer assistance;
- Technical functionalities of kneeling the bus and deploying the accessibility ramp;
- Potential barriers in transit for passengers with disabilities;
- The impact of language choices;
- Tips for communication with passengers with various disabilities and how best to provide service and a positive customer experience to all passengers;
- Lived experiences shared in our videos created in partnership with Accessibility Advisory Committee (ACC) members.

A new training topic introduced this year was the tone and dash symbol for when a passenger requests a stop in the priority seating section of the bus. It is important for Transit Operators to recognize these identifiers to better assist passengers disembarking from this section.



8.2 Transit Operator Recruitment

The Learning Centre executed two recruitment campaigns for new Transit Operators in 2025. The testing and interview questions were updated, and a new section was added to the test concerning MiWay knowledge. These questions evaluate the candidates' awareness of the passenger experience. The recruitment process overall assesses the candidates' experience and attitudes toward assisting people with diverse abilities.



8.3 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 courses include 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.

New topics to the 2025 training curriculum include:

- Customer Centricity in Action training using the ‘Care, Own, Do’ model to deliver enviable customer experiences. Embracing this concept, Customer Service staff are trained to look beyond the customer’s obvious needs, own their impact, and take action to contribute to the customer experience.
- The awareness of hidden disabilities and offering support to smooth the way for accessing transit services.
- Supporting the Hidden Disabilities Sunflower Program and offering customers support.

Our Customer Service team is trained to use tools to improve and enhance communications and support such as:

- Speaking in plain language;
- Writing instructions and key words on paper;
- Providing simple diagrams to help direct customers in their travels;
- Applying the City's BRAVO customer service model (Be Welcoming, Receive the Need, Address the Need, Voice Actions and Next Steps and Offer your Appreciation) and the Care, Own, Do model;
- Working collaboratively with Route Supervisors, Operators and Transit Enforcement Officers to assist customers in boarding the right bus;
- When requested, they may also escort customers to their bus stop should they need assistance with wayfinding.



8.4 Improving Customer Service Delivery

MiWay completed an independent review of the Customer Service Program. This included a 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.

Recommendations implemented in 2025 include:

- Changes to the customer service governance and operating model;
- Deployment of workforce management technology to support customer service activities and scheduling;
- Development of a voice of the customer (VoC) program and information sharing;
- Employee development and cross-functional service level agreements.

8.5 Customer Service In-Person Support

Through the launch of MiVoice, MiWay heard from customers that they would benefit most from in-person MiWay Ambassador support. Based upon customer feedback, MiWay started to pilot MiWay Roaming Ambassador support at Kipling, Dixie Mall and Renforth stations which help shape future in-person customer service support. In 2025, the MiWay Roaming Ambassador program was expanded to provide on-the-spot customer support at all major terminals, at bus stops experiencing significant changes and on buses to provide increased employee visibility, assistance, wayfinding support, trip planning, and general transit knowledge. MiWay has extended the Roaming Ambassador program into the weekends as well to provide support seven days of the week to customers.



8.6 Customer Feedback and Research

MiWay is committed to delivering on our customer charter commitments and continuous improvements to make transit more accessible. We value customer feedback and by actively listening to our customers, we are making meaningful changes. One key way MiWay gathers input is through the annual Customer Satisfaction (CSAT) survey with a focus on our performance of our customer charter commitments while also inviting feedback for further improvements, helping us make transit services more accessible for everyone.

In addition to CSAT surveys, MiWay has revitalized our voice of the customer (VoC) program. In 2025 MiWay invited the community to participate in nine projects and initiatives to gather feedback and input to help shape the future of transit services.



In 2025, we conducted customer focus groups to take a deeper dive into customer experiences through dialogue. We employed a methodical approach to recruit focus group participants, particularly to ensure a diversity of customer voices were represented and heard, including from people with a variety of accessibility needs. The focus group was offered in-person and virtually with additional accessibility supports offered to create a welcoming and inclusive experience for all.

MiWay also had the benefit of a University of Toronto, Mississauga research student conduct research on contributing factors that influence perceptions of safety while using transit. The student conducted a literature review, scan of best practices, interviews and observations with MiWay employees and customers. We plan to incorporate many of the recommendations from the research to strengthen the perceptions of safety for passengers using transit including enhanced lighting considerations, personal safety reminders and employee visibility throughout the network.

9.0 Moving Accessibility Forward in 2025

MiWay has made great strides in achieving its goal of being an accessible transit service for all customers. MiWay is committed to continuous improvement and below are some of the key initiatives for 2025 to move us forward.

9.1 Improving the Bus Wheelchair Securement System

MiWay continues to make improvements to its fleet to ensure accessible service is provided to all customers. MiWay began exploring design alternatives to move beyond the traditional 3-point wheelchair securement system, aiming for solutions that offer a more efficient and independent travel experience for wheelchair passengers. The potential option that we are considering is called the Q'Straint Quantum which conforms to the ISO 10865 standard. This is a rearward facing system that deploys an arm to lock the wheelchair in place which allows passengers to independently secure their wheelchair in less than 25 seconds with the push of a button without any assistance from an operator. This greatly enhances the travel experience for mobility passengers by providing independence and a faster onboarding.

All potential alternatives are currently being explored and a decision on a specific system has not yet been made. MiWay is aiming to confirm a new wheelchair securement system to be implemented in mid 2026.

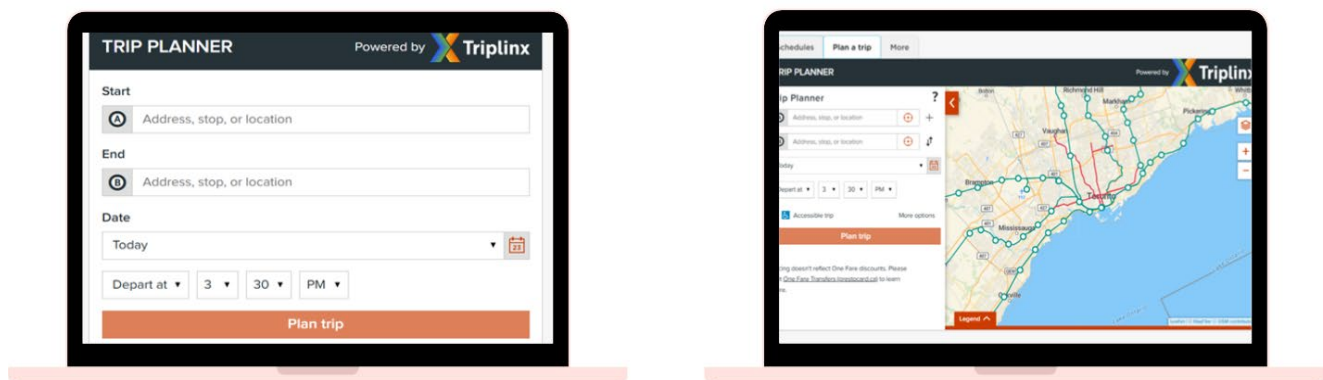


Figure 13: Example of Q-Straint system installed on a bus and being used by a customer in a wheelchair.

9.2 Improving the Digital Trip Planning Experience

MiWay is improving the journey planning experience on MiWay.ca and working towards the replacement of TripLinX. The TripLinX platform will be phased out in April 2026. MiWay has initiated a procurement process to identify a solution that best meets the needs for both the website and mobile app trip planning services.

The new trip planner tool is anticipated to provide a refreshed modern user interface fully compliant with accessibility standards and offer many of the existing TripLinX features with an opportunity to incorporate enhancements to deliver a seamless journey planning experience for all customers.



9.3 Enhancing the Transit Operator Training Programs

The Learning Centre has developed a new training course called *Driving Behaviour Basics* which will be launching soon. This course is designed to remind Transit Operators involved in non-collision onboard incidents or those with patterns of concerning driving behavior about the importance of maintaining proper driving conduct. A section of this program includes a focus on accessibility including when to kneel the bus and when to deploy the ramp, helping facilitate the safe boarding and alighting of passengers with accessibility needs, ensuring passengers are safe and secure before departing, and the importance of adjusting your driving when passengers are sitting in the priority seating section.

10.0 Consultation of the Report

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

- Consultation with the MiWay's Transit Leadership Team (TLT);
- 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 13th, 2026)

11.0 Plan Approval & Communication Strategy

Upon MiWay's Transit Leadership Team review and approval of the 2025 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 2025 Annual Accessibility Status Update;
- Inclusion of the approved report on [MiWay's website](#).



12.0 More Information

Questions or comments about MiWay's Accessibility Plan or general inquiries on our accessible services are always welcome. Contact our Customer Service representatives for more information.

By Phone:

Contact us at 905-615-4636 (INFO):

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

In-Person:

Visit us 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 (except Boxing Day we are open from 9:30 a.m. to 5 p.m.)

MiWay Roaming Ambassadors provide in-person assistance at City Centre Transit Terminal, Kipling Terminal and Meadowvale Terminal and are deployed to assist with service changes and disruptions on buses and routes seven days a week.

MiWay - Website: [MiWay Website](#)

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

Follow us on Social Media:

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

