



# Accessible Bus Services

May 2017





**MiWay: Accessible Service**

The City of Mississauga is committed to improving transit accessibility for people with disabilities. MiWay has been making accessibility improvements to its bus fleet, transit stops and facilities for several years.

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga, with service integration into neighbouring municipalities, like the City of Brampton, the Town of Oakville, and the City of Toronto.

Accessible service is provided along all regularly scheduled routes. MiWay is fully committed to providing a transportation system that ensures its services and operations are accessible to everyone.

This guide provides you with what you need to know about MiWay’s accessible transit services.



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## Accessible Fleet

All MiWay buses are accessible. They are low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. Each bus also has two wheelchair/scooter securement areas located at the front of the bus.

## Accessible Routes

All MiWay routes are accessible with:

1. Low floor, accessible buses.
2. Accessible transit infrastructure along the route. Concrete bus stop pads are installed at every stop (where feasible) and connect with the existing sidewalk network.



3. Shelters at accessible stops have a large entrance opening and platform area ensuring sufficient room to manoeuvre wheelchairs and scooters.

Look for the blue international wheelchair symbol on all accessible buses and stops.



### Please note:

1. A limited number of stops along accessible routes may not be accessible due to the absence of sidewalks, and/or insufficient road right-of-way.
2. Islington Subway Station (Toronto) is not an accessible terminal.
3. Stops may also be temporarily inaccessible due to construction, weather, or damage.

## Inaccessible Stops

Where barriers exist (including temporary barriers such as road construction or winter snow) at a bus stop, transit operators will ensure that passengers are able to board and exit the bus at a safe location.

Customers must have the ability to manoeuvre their wheelchairs/scooters safely and effectively. Those who need assistance to board, pay their fare, access the seating area or exit, must be accompanied by a support person.

## Support Person

A Support Person is a person whose presence is essential to provide care and assistance to a person with a disability, regardless of the nature of their disability.

Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB cardholders.) One passenger pays a fare, the other passenger rides at no cost.



## Priority Seating

Seats at the front of all MiWay buses are reserved for passengers with disabilities.

The Integrated Accessibility Standards Regulation (IASR, 191-11), made under the



Accessibility for Ontarians with Disabilities Act, 2005 (AODA), requires all Ontario public transit authorities to provide designated Priority Seating at the front of the bus for people with disabilities.

This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities will be assured of easily accessible places to sit. Customers are expected to respect and obey the purpose of the designated seating area, which means if you are sitting in one of these designated seats, you **MUST** vacate the seat for a passenger with a disability.

**Please note:** Operators are not required to intervene to enforce the requirement.

## Service Animals

A Service Animal is any animal that provides essential assistance to a person with a visible or invisible disability.

If the animal is not wearing a vest or harness that identifies it as a Service Animal, the customer must show the Transit Operator official documentation from a regulated health professional confirming that the animal is being used for reasons relating to their disability.

The customer is responsible for the behaviour of the Service Animal and ensuring it does not cause a disturbance or threaten the safety of others.

## Stop Announcements

MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.

MiWay also has External Bus Announcements

which can be heard outside of all MiWay buses. The announcements include the route name, number and direction. This is the same service information that is displayed on the destination sign. This ensures that customers of all abilities have access to the information they require. It can also be beneficial at busy or noisy transit locations where there are multiple routes servicing one stop.

## Trained Operators at Your Service

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





## Accessible Transitway Stations

### Elevators

Aligned with the City's commitment to meet the Accessibility for Ontarians



with Disabilities Act, 2005 (AODA) requirements, Transitway elevators feature accessible elements, enabling navigation within the stations for a more convenient and comfortable experience.

### Accessible Ramps

Stations such as Cawthra Station feature safe crossing between platforms via ramps, designed with accessible features.



### Tactile Way-Finding Strips

For easier navigation inside the stations, between all entrances and the elevators, tactile way-finding strips have been introduced.

## Boarding the Bus

1. All customers board MiWay buses through the front doors. When the bus arrives, let the operator know you want to use the ramp.
2. Position yourself 1.5 to 2 metres (5 to 6 feet) away from the front door of the bus. This allows adequate clearance for the operator to open the doors and lower the ramp platform.



- 3.** Move forward up the ramp, facing the operator.
- 4.** Pay your fare. Obtain a transfer if you need to change buses.
- 5.** Move forward down the aisle.  
For customers in wheelchairs/scooters, back into one of the two wheelchair/scooter spaces provided.
- 6.** The operator will fold-up the seats, when necessary.



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- 7.** If you are in a wheelchair, back into the securement space against the padded back rest. Pull the safety strap across your chest and fasten to the yellow safety pole. Lock your brakes.
- 8.** If you are using a scooter, you are encouraged to leave your scooter and sit in a passenger seat. Back your scooter into the securement space, turn the power off, and pull the safety strap around the scooter.



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#### **Please Note:**

- Each of the first two forward-facing or side-facing seats on each bus may be folded-up to accommodate a wheelchair or scooter.
- The safety strap is located beside the padded back rest.
- On articulated buses (longer buses that bend in the middle) scooters can only be accommodated on the curb side of the bus.

## **Exiting the Bus**

1. Press the stop button located by the handrail to notify the operator you want to exit the bus at the next stop.
2. When the bus fully stops, turn to face the front of the bus and proceed to the safety line on the bus floor.
3. Stay behind the safety line until the ramp has been completely lowered by the operator.
4. Move onto the ramp and exit the bus.





## **Safety and the Law**

Ontario Law states that seat belts must be worn where provided.

For customers under 16 years of age, the operator is responsible for ensuring that the customer's seat belt is securely fastened.

For customers over the age of 16, it is strongly recommended that in accordance with the law, the customer securely fastens the seat belt provided.



## **Emergency Preparedness**

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.

## **Accessible Bus Capacity**

If a bus is full or already carrying two customers in wheelchairs or scooters, the operator will not be able to pick up additional customers in wheelchairs or scooters. Please consider this possibility when scheduling your trip.



## Bus Fares

Accessible bus fares are the same as MiWay's regular fares. Fares are posted on the fare box of each bus. For more information, visit [www.miway.ca/busfares](http://www.miway.ca/busfares).



Please have your exact cash fare, PRESTO card, ticket, or transfer ready when you board the bus (operators do not carry change or sell tickets and passes).



The PRESTO card is a GTA-wide electronic fare card that may be used on all MiWay

buses. You can load value to your card online, over the phone or in person at a PRESTO card loading location. To pay your fare, simply tap the PRESTO card reader when you board the bus.

You can use your PRESTO card to connect to other transit systems such as GO Transit, Brampton, Oakville, Burlington and YRT/Viva.

For more information about PRESTO, visit [www.prestocard.ca](http://www.prestocard.ca) or call 1-877-378-6123.

## MiWay Customer Service Can Help

 **905-615-INFO (4636)**

### Be ready to press the option you need:

- Press 1** – Citylink (24-hour automated telephone information system)
- Press 2** – Speak to a Representative for Trip Planning
- Press 3** – Speak to a Representative for Feedback
- Press 4** – Lost and found
- Press \*** to return to the main menu

If you require extra or specialized attention due to a disability, please inform us of your needs. We will help you plan a safe and convenient trip.



**TTY: 905-615-3886**



**[miwayhelps@mississauga.ca](mailto:miwayhelps@mississauga.ca)**



**@MiWayHelps**



## MiWay Customer Service Can Help

### Speak to a Representative for Trip Planning:

Weekdays: .....7:00 am to 7:00 pm

Weekends/Holidays: ....8:00 am to 6:00 pm

### Speak to a Representative for Feedback:

Weekdays: .....7:00 am to 7:00 pm

Weekends/Holidays: ....8:00 am to 6:00 pm

If you require extra or specialized attention due to a disability, please inform us of your needs. We will help you plan a safe and convenient trip.

### Contact Other Transit Services:

- Brampton Transit: 905-874-2999
- GO Transit: 416-869-3200
- Oakville Transit: 905-815-2020
- TTC: 416-393-4636
- Transhelp: 905-791-1015

## Plan a Trip or Find a Schedule:



[miway.ca/planatrip](https://miway.ca/planatrip)

**You can use it on any device — desktop, tablet or mobile phone.**

### Here's how it works:

- Get a trip plan by entering your origin and destination, day and time of travel.
- Find a schedule by route or stop.
- Find up-to-the-minute information for when your next bus will arrive, by entering your stop number, route or location.



### Get Real-Time Bus Updates





Get up-to-the-minute times for your next trip



See where your bus is on a map

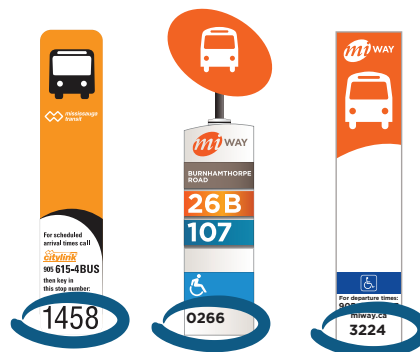
[miway.ca/planatrip](https://miway.ca/planatrip)

**Here's how MiWay's automated information system works:**



- All MiWay bus stops are identified by a four-digit number.
- By calling **905-615-4BUS (4287)** and entering a four-digit bus stop number, Citylink will give you the scheduled bus departure times at that stop for any day of the week.

**Citylink operates 24 hours a day, 7 days a week.**







If you require this brochure in a different format, please contact MiWay Customer Service at [miwayhelps@mississauga.ca](mailto:miwayhelps@mississauga.ca) or call 905-615-4636 (INFO).

