



**2012-2017
Municipal
Accessibility
Plan**

Schedule A-Town of Milton Accessibility Plan 2012-2017

Table of Contents

Section 1: Introduction.....	4
1.1 Background	
1.2 Overview of Town of Milton	
Section 2: Accessibility Committees.....	7
2.1 Milton Accessibility Advisory Committee (MAAC)	
2.2 Corporate Committees	
Section 3: 2012 Achievements.....	9
3.1 Milton Accessibility Advisory Committee (MAAC) Achievements	
3.2 Corporate-Wide Achievements	
Section 4: Future Goals.....	11
4.1 Milton Accessibility Advisory Committee Future Goals	
Section 5: Status Report on ODA.....	11
Section 6: Integrated Accessibility Standards.....	15
6.1 Multi-year Compliance Chart	
6.2 Accessible Document Conversion Charts	
Section 7: Conclusion.....	25
Appendices.....	26
A: Milton Transit Accessibility Plan	
B: Definitions and Acronyms	
C: Corporate Departments	

Schedule A-Town of Milton Accessibility Plan 2012-2017

Municipality

Town of Milton

Address

150 Mary Street
Milton, Ontario
L9T 6Z5

Website

www.milton.ca

Key Contacts

Staff: Darren Cooper, Coordinator, Accessibility
Phone: 905-878-7252 ext. 2534
E-Mail: accessibility@milton.ca

Carole Sharp, Chair, Milton Accessibility Advisory Committee
Phone: 905-876-1989

If you require this document in an accessible format, please contact Darren Cooper to make a request.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Section 1: Introduction

1.1 Background

In December 2001, the Ontarians with Disabilities Act (ODA) was passed by the provincial government to improve access and opportunities for persons with disabilities. Under the legislation, all municipalities, with a population greater than 10,000, are required to establish accessibility advisory committees. In addition, the legislation stipulates that the majority of committee members must self-identify as a person with a disability. As a result, the Milton Accessibility Advisory Committee (MAAC) was created to advise Council about the preparation, implementation and effectiveness of the Town's annual accessibility plan.

The ODA also stipulates other municipal obligations including:

- Municipalities are required to prepare annual accessibility plans;
- Municipalities will be able to stipulate accessibility requirements when granting business licenses;
- Municipalities could make accessibility a consideration when purchasing goods and services;
- In consultation with persons with disabilities, municipalities will develop accessibility plans for municipally-administered, sub-contracted or licensed transit providers;
- Municipalities will improve access to municipal elections by giving greater consideration to accessible voting locations;
- Municipalities will enforce new penalties for counterfeiting and misuse of disability parking permits; and
- Municipalities will increase the minimum penalty for misuse of designated parking, under municipal by laws, to \$300.

In 2003, the government conducted a public consultation on the ODA. The feedback received was as follows:

- There is a need for Government inspections;
- Municipalities were writing plans, but not implementing them;
- ODA had no influence to affect change;
- There is a need for stricter fines for non-compliance; and
- There is a need for provincial standards.

Based on the public consultation, new legislation was developed. In June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) was enacted into law. The Act is more comprehensive and prescriptive than the ODA and its requirements now apply to the public, private, and not-for-profit sectors. The Act requires the development of accessibility standards, compliance deadlines, and administrative penalties for non-compliance.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Moreover, the fundamental purpose of the AODA is to ensure that Ontario is universally accessible by 2025. Ontario is the first, and only, Canadian jurisdiction to regulate accessibility standards.

Under the Act, the Minister of Community and Social Services established committees to create provincial accessibility standards. Members of these committees included persons with disabilities or their representatives, and representatives of industry/organizations or ministries to which the standard is intended to apply. Standard Development Committees were established in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

Each of these provincial standards has established implementation targets and compliance requirements for obligated organizations. In addition, all five standards will be, subsequently, reviewed and updated every five years until 2025.

In May 2010, the first independent review of the AODA was released. Conducted by Charles Beer, the report recommended that, in order to meet the 2025 deadline, the province harmonize the standards related to information and communications, employment, and transportation. As a result, on July 1, 2011, the Ontario government enacted the Integrated Accessibility Standards (Ontario Regulation 191/11 under the AODA).

Administrative penalties for non-compliance also play a greater role within the AODA and its standards. Specifically, an organization, to whom an accessibility standard applies, must comply within the timeframe indicated in the standard. Compliance reports will be required every two years, and must be available to the public. In addition, the compliance branch of the Accessibility Directorate of Ontario (ADO) may conduct a random file audit to determine if the organization has met its compliance requirements. During the audit, an organization will be required to produce, on demand, any documents or reports requested by the auditor.

Non-compliance could result in:

- An organization being asked to comply within a specified timeframe; or
- Paying an administrative penalty.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Although the AODA is in place, until all accessibility standards have been enacted into law, the ODA will remain in force. Therefore, municipalities will be obligated to comply with two pieces of legislation.

1.2. Town of Milton's Vision

Strategically located on the western edge of the Greater Toronto Area, the Town of Milton has an excellent quality of life with a low crime rate and beautiful settings. As well, the community has many amenities, festivals, and activities to offer including easy access to major methods of transportation. As a result, Milton residents enjoy small town charms combined with the convenience of a growing urban center.

According to Statistics Canada and the 2011 Census, Milton has been declared the fastest growing community in Canada. Milton's population has seen an increase of 56.5% since the last census in 2006. The Town's population is projected to increase dramatically from the current 100,000 residents to 161,750 by 2021.

Milton's industrial and commercial space is also expected to experience significant growth from the 15 million square feet in 2008 to the projected 25 million square feet by 2021. As a result, job opportunities in Milton are also expected to increase from approximately 40,000 to 81,106 over the same period.

As Milton continues to grow, Town Council and staff are committed to creating and maintaining a fully accessible and inclusive community for all residents. This commitment is recognized and fulfilled through:

- Milton being a leader in accessibility by meeting or exceeding compliance timelines of legislated requirements;
- Universal mobility for everyone through the provision of snow removal, transit, and accessible sidewalks;
- Accessibility upgrades to Town facilities and parks;
- Being pro-active about making accessibility a design priority
- State-of-the-art accessible information and communication tools such as website, TTY machines, and assistive technology;
- A fully aware and educated community that is courteous, has better attitudes, and is understanding; and
- Persons with disabilities being well represented in all aspects of the community, including representation on various committees.

In 2006, in order to meet the needs of the growing population now and in the future, a new strategic plan was prepared entitled "Destiny Milton 2." The plan establishes the over-arching vision, goals and directions the Town considers when making decisions within its areas of responsibility.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Town of Milton Vision: “*Milton: Engaging, Balanced, Connected.*”

Town of Milton Goals:

- A responsible, cost effective and accountable local government;
- Well managed growth and well planned spaces;
- A safe, livable and healthy community;
- A diverse and sustainable economy; and
- A thriving natural environment.

Section 2: Accessibility Committees

2.1 Milton Accessibility Advisory Committee (MAAC)

As previously stated in section one of this plan, the Ontarians with Disabilities Act 2001 (ODA) requires all municipalities with over 10,000 residents to establish advisory committees, with the majority of these committee members having a disability.

On October 22 2002, Town Council approved the establishment of the Milton Accessibility Advisory Committee. In turn, staff was directed to develop the terms of reference for this committee.

On February 24 2003, Council approved the terms of reference for the Milton Accessibility Advisory Committee. Subsequent to this approval, requests for committee members were advertised in the Town’s local newspapers.

On May 6 2003, Town Council approved the appointment of the committee’s members. Reporting directly to the Community Services Standing Committee, MAAC plays a critical role in advising Council on the preparation, implementation and effectiveness of the Town’s annual accessibility plan.

On July 9 2003, the first committee meeting was held. As a result, on September 30, 2003, the first annual accessibility plan was approved by Town Council.

In conjunction with the November 2010 municipal election, new members were appointed to MAAC for the 2010-2014 term of office.

The members of the Milton Accessibility Advisory Committee are:

Carole Sharp	B.J. Hall
John Beaudette	Sharon Barkley, Town Councillor
John Spurgeon	Mary Ferrante
Yvonne Spicer	Maria Reis
Jerry Steiner	

Schedule A-Town of Milton Accessibility Plan 2012-2017

Staff support is provided by Darren Cooper, Coordinator, Accessibility and Nina Lecic, Committee Clerk.

2.2 Corporate Accessibility Committees

In 2008 and 2011, two corporate accessibility committees were established. Both committees are chaired by the Coordinator, Accessibility.

a) Corporate Accessibility Committee

- The membership includes representation from each municipal department.
- Meetings are held quarterly, or at the call of the Chair.
- The goal of the committee is to ensure that accessibility initiatives are developed and implemented throughout the Corporation. These initiatives are intended to support the Corporate Strategic Plan and all Departmental Service Plans.
- The committee's objectives include:
 - Ensuring the annual Accessibility Plan is inclusive of all departments;
 - Reviewing, monitoring, and reporting on the annual Accessibility Plan on a quarterly basis;
 - Ensuring implementation of all accessibility policies, practices and procedures within their respective departments;
 - Ensuring all legislative requirements are being met within their respective departments; and
 - Acting as a steering committee for accessibility initiatives as required.

The members of the Corporate Accessibility Advisory Committee include:

Name:	Title	Department
Leanne Parsons	Sr. Manager, Human Resources	Corporate Services
Joy Anderson	Sr. Manager, Recreation Services	Community Services
Troy Drummond	Coordinator, Building Administration	Planning and Development
John Brophy	Sr. Manager, Infrastructure	Engineering Services
Darren Cooper	Coordinator, Accessibility	Executive Services
Barry Kory	Fire Prevention Inspector	Fire Department

b) Integrated Accessibility Standards (IAS) Subcommittee

- The membership includes representation from each municipal department, whose job functions are specifically related to information and communications, employment, or transportation.
- Meetings are held bi-monthly, or at the call of the Chair.

Schedule A-Town of Milton Accessibility Plan 2012-2017

- The responsibilities of the subcommittee are:
 - Work collaboratively, both on an individual and group basis, with the Coordinator, Accessibility on the development and implementation of compliance requirements, including, but not limited to policies and procedures, a corporate training program, and accessibility plans.
 - Consider the impact of related legislation, so as to not duplicate existing projects within the Corporation.
 - Support the intent and implementation of IAS-related initiatives within their respective staff teams and departments.
 - Work collaboratively with their departmental Corporate Accessibility Committee counterparts to ensure project implementation within their respective departments.

The Integrated Accessibility Standards Subcommittee members are:

Name:	Title	Department
Lisa Brown	Supervisor, Administration	Community Services
Hazel Carlin	Coordinator, Marketing & Communications	Community Services
Christina McTavish	HR Advisor	Corporate Services
Linda Nielsen Taylor	Webmaster	Corporate Services
Tony D'Alessandro	Coordinator, Transit	Engineering Services
Randy Charlton	Supervisor, Licensing & Enforcement	Executive Services
Dave Pratt	Deputy Fire Chief	Fire Department
Stephanie Jarvis	Environmental Planner	Planning & Development

Section 3: 2012 Achievements

3.1 Milton Accessibility Advisory Committee

Throughout 2012, members of the Milton Accessibility Advisory Committee (MAAC) worked on a variety of initiatives and obtained the following achievements.

- The 2012-2017 Accessibility Plan was presented to Town Council in December;
- Site plans, including two for the Mattamy Centre for Cycling, were reviewed and comments were sent to appropriate Planning staff;
- Attended the Joint Accessibility Advisory Committee meeting in Oakville. At this event, a presentation was received on "Text to9-1-1" services for people who are Deaf, hard-of-hearing, and speech impaired;

Schedule A-Town of Milton Accessibility Plan 2012-2017

- In celebration of National Access Awareness Week, organized an accessible art exhibit, an assistive technology fair, and a public screening of “Shameless: The Art of Disability”;
- Continued to review and provide feedback on the Town’s website;
- Received a presentation from Halton Region’s Accessible Employment Centre;
- Reviewed, and provided feedback on the corporate Integrated Accessibility Standards policy;
- Attended the Ontario Chamber of Commerce’s Accessible Customer Service presentation for local businesses;
- Wrote an article for the Milton Chamber of Commerce’s newsletter on accessible customer service best practices;
- Provided the Coordinator, Transit with feedback on proposed changes to the Town’s Para-Transit service provider;
- Provided input and feedback on the Town’s Transit Master Plan; and
- Continued to receive and address questions and concerns from the public related to accessibility.

3.2 Corporate-Wide Achievements

In response to the requirements set out in the Integrated Accessibility Standards (IAS) (Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005), the Corporate Accessibility Committee and IAS Subcommittee played an active role in ensuring the Town met its compliance obligations.

Through their mandate of breaking down barriers and increasing corporate accessibility, these committees were involved in the following initiatives:

- On July 16, Town Council approved the corporate IAS policy;
- On October 1, the Coordinator, Accessibility provided comments, from staff in Parks and Open Space and Transit, to the Ministry of Community and Social Services on their Proposed Accessibility Standards for the Design of Open Spaces in the Built Environment;
- The Coordinator, Accessibility, in collaboration with the Webmaster, developed and implemented an internal accessibility web page for Town employees;
- Work was initiated towards eliminating barriers through the development and implementation of 2012 departmental accessibility priorities and goals;
- Fare and service parities were introduced for Milton conventional and specialized transit;
- Accessibility criteria, related to the procurement requirements under the IAS, were developed and incorporated into the Town’s Terms and Conditions that accompany all Requests for Proposals, bids, and tenders;

Schedule A-Town of Milton Accessibility Plan 2012-2017

- As part of the Town's capital budget, Council approved the allocation of funds to the Accessibility Capital Program. These funds will be used to install a new ramp and automatic door openers at the Nassagaweya Community Centre;
- Mayor Krantz proclaimed National Access Awareness Week in May;
- Mayor Krantz proclaimed December 3rd as the International Day for Persons with Disabilities; and
- A successful support system was provided for MAAC committee members to attend monthly meetings.

Section 4: Future Goals

4.1 Milton Accessibility Advisory Committee Future Goals

- Continue to celebrate National Access Awareness Week by organizing community events that promote accessibility and inclusion;
- Increase the committee's profile and presence throughout the community;
- Assist Milton's private and not-for-profit sectors, through information sharing practices, in meeting their compliance obligations under the Accessibility Standards for Customer Service and the Integrated Accessibility Standards;
- Continue to review and monitor the overall accessibility of the Town's website;
- Continue to monitor provincial accessibility standards and regulations, and implications for the Corporation;
- Continue to review site plans for publicly and privately owned construction projects in Milton, and provide feedback on accessibility issues to appropriate Planning staff;
- Provide input on the annual accessibility capital budget program;
- Investigate the possibility of adding a lighting system to the accessible rink at the Milton Sports Centre for hockey players who are Deaf, deafened, or hard-of-hearing; and
- Re-establish the "Thumbs Up" program throughout the business community in Milton.

Section 5: Status Report on ODA

In accordance with the requirements set out under the Ontarians with Disabilities Act, 2001 (ODA), regarding the identification, removal, and prevention of barriers, this section provides a status report on the projects and initiatives undertaken by each department throughout 2012.

Schedule A-Town of Milton Accessibility Plan 2012-2017

5.1 Community Services Department

Project	Status	Plans for Completion
<p>Execute the approved capital budget program for 2011 for all facilities and parks which includes accessibility upgrades.</p>	<input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	<p>In progress: As new parks are developed and existing parks are redeveloped, parks staff will continue to ensure that all areas meet accessibility requirements.</p> <p>Completed:</p> <ul style="list-style-type: none"> • The Milton Sports Centre expansion opened with fully accessible features for all new amenities (walking/jogging track, pool, fitness studio, children’s program room). In the existing portion of the building, additional assisted door operators were installed. • An accessible ramp was installed outside of John Tonelli Sports Centre, linking the arena to adjacent Bronte Meadows Park. • The following new facilities were completed and opened with full accessibility features/amenities: <ul style="list-style-type: none"> ○ The Milton Centre for the Arts (including both library and arts components) ○ Nassagaweya Tennis Centre ○ Fire Station #4
<p>Update standard operating procedures which outline the steps that are in place for</p>	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	<p>An I-CAN (Integrated Care for Assisted Needs) standard operating procedure has been</p>

Schedule A-Town of Milton Accessibility Plan 2012-2017

Project	Status	Plans for Completion
participants with disabilities to access and participate in the department's recreation programs.		developed in draft format; the draft document will be reviewed, revised and finalized, based on upcoming changes to I-CAN aquatics and summer camp procedures.

5.2 Corporate Services Department

Project	Status	Plans for Completion
Corp Services to support and create a training module, including the identification of a facilitator, for Town staff related to making accessible documents	<input type="checkbox"/> Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Not Started	Once training on creating accessible documents has been completed in early 2013, training & tracking will be supported by HR and IT will create the program for applicable staff.
Create a template for providing accessible reports on the Town website	<input type="checkbox"/> Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Not Started	IT to create once training has been completed in 2013.
Update policies and documents for human resources' recruitment	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Completed
Occupant Emergency plan update to include considerations for people with disabilities	<input type="checkbox"/> Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Not Started	Due to staff work priorities, plans have yet to be updated with the intent to have Fire Wardens check for persons with disabilities and for staff to assist members of the public, if required, during any meetings.
Assist with proposal for training video and script	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The script was developed in December 2012. Production is scheduled to take place between January-March 2013
To develop the documentation and an implementation/training plan for consultants and suppliers that are required to produce reports/documents/web postings and/or drawings for posting on the Town's website, in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The 5 year consulting bid is going to the marketplace the end of September. The expectations in regards to the documents will be included in that bid. The standard Consulting operating expectations will also be included in one-off consulting bids and/or other bids with similar requirements (i.e. Master Plans/web design).

Schedule A-Town of Milton Accessibility Plan 2012-2017

5.3 Engineering Services Department

Project	Status	Plans for Completion
Transit: Implement corporate policy on same fare rates for persons with disabilities on conventional transit	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Work has been completed. Fare parity is now offered on both conventional and specialized transit vehicles.
Transit: Implement courtesy seating signage, which complies with the IAR	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Priority and courtesy seating signage has been installed in all conventional vehicles and ticket agents.
Transit: Implement on board stop announcements	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Verbal on-board stop announcements are currently being provided by vehicle drivers.

5.4 Executive Services

Project	Status	Plans for Completion
The Town's Licensing Officer will incorporate, into the taxicab licensing process, a provision for same fares for persons with disabilities, and not charging for storage of mobility aids.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The provision of same fare for persons with disabilities and no charge for the storage of mobility devices has been incorporated into the Town's Taxi by-law.
The Town's Licensing Officer will incorporate, into the taxicab licensing process, a provision for properly displaying accessible vehicle and identification information.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The cab's identification number is displayed within each car. In addition, the international symbol of accessibility is clearly displayed on the windshield of all accessible taxicabs.
Incorporate wording within Town's Emergency Plan, and on appropriate webpage, that indicates this document is available in accessible formats upon request.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This statement currently appears on the front cover of the Town's emergency response plan.
The Coordinator, Accessibility to develop a corporate policy, on the availability of Town documents in accessible formats, for the Senior Management Team, then Council approval, for integration into the Town's Policy and Procedures Manual.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	A corporate procedure on accessible formats was approved by Senior Management in 2009. A corporate policy on accessible documents will be developed in 2013.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Project	Status	Plans for Completion
The Coordinator, Accessibility to develop a public process on the availability of accessible formats and communication supports for public notifications. (e.g. web site)	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The "Access Milton" page of the Town's website contains this notification as well as the Town's Request Form for Accessible Documents.

5.5 Fire Department

Fire Department staff strives to create and deliver accessible awareness and prevention campaigns, through their website and print materials, to persons with disabilities living in Milton. Doing so will ensure that the goods and services offered through this department are fully accessible and inclusive.

5.6 Planning and Development Department

Project	Status	Plans for Completion
Designate underground parking space #6 at Town Hall as short term disabled parking. (by permit only)	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Noted parking spot is available upon request for special circumstances – parking spot is designated/signed for short term parking during requested timeframe.
Develop a process for creating and circulating accessible notices of services provided by the Town.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Various applications, within the department, have been altered to include a provision that accessible formats are available upon request.
Develop a formal process for identifying and removing physical barriers within Town facilities	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This project is considered completed. All new Town facility constructions are reviewed for not only Ontario Building Code barrier-free requirements but also for FADS provisions.

Section 6: Integrated Accessibility Standards

6.1 Multi-Year Compliance Chart

In accordance with section four (4) of the Integrated Accessibility Standards (Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005), the Town is obligated to provide a multi-year forecast on how it will comply with the various requirements under this Regulation.

Schedule A-Town of Milton Accessibility Plan 2012-2017

6.1.1 General Requirements

Requirement	Description	Comply By	Actions Taken
Accessibility Policy (3)	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IASR	Jan. 1 2013	The corporate IAS policy, including statement of commitment, was approved by Town Council in July 2012.
Accessibility Plan (4)	Establish, implement, maintain and document a <u>multi-year accessibility plan</u> which outlines the town's strategy to prevent and remove barriers and meet its requirements under the IASR	Jan. 1 2013	The Town's multi-year accessibility plan is awaiting approval by Council. Upon approval, the plan will be reviewed and updated, on an annual basis, by staff and committee members. A report outlining the progress and implementation of the plan will be submitted to Council on an annual basis and posted on the website for public information.
Public Engagement	Establish, review and update accessibility plans in consultation with persons with disabilities and if established an AAC, shall consult with the committee	Jan. 2013	Beginning in 2012, a public review of the Town's accessibility plans did occur on November 30, 2012 and will continue in the Fall of each year, and be attached to a meeting of the Milton Accessibility Advisory Committee.
Procurement (5)	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Jan. 1 2013	Accessibility criteria have been incorporated into the general terms and conditions that accompany all Requests for Proposals, bids, and tenders published by the Town.
Self-Service Kiosks (6)	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks <i>Kiosk</i> – an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.	Jan. 1 2013	The Town currently offers informational kiosks in Town Hall. Going forward, the Town will ensure that all future kiosks offer accessibility features.
Training (7)	Ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to a) All employees and volunteers b) All persons who participate in developing the town's policies c) All other persons who provide goods, services or facilities on	Jan. 1 2014	The Town has contracted Thumbs up Productions to film and produce a training video for staff. Throughout the Spring of 2013, staff from Executive and Corporate Services will develop a comprehensive training program, including materials, for all Town staff.

Schedule A-Town of Milton Accessibility Plan 2012-2017

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Schedule A-Town of Milton Accessibility Plan 2012-2017

6.1.2 Information and Communications Requirements

Requirement	Description	Comply By	Action Taken
Feedback (11)	If the town has processes for receiving and responding to feedback, the town shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Jan. 1 2014	The Town has developed and implemented a corporate procedure on receiving and addressing feedback. A feedback form for receiving feedback from persons with disabilities has also been developed, and staff has been trained on how to effectively address all feedback received from residents with disabilities.
Accessible Formats and Communication Supports (12)	Except as otherwise provided, the town shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities a) In a timely manner that takes into account the person's accessibility needs due to disability b) At a cost that is no more than the regular cost charged to other persons	Jan. 1 2015	All departments will continue to incorporate a statement, related to the provision of accessible formats, into online and printed documents. Specifically, Executive Services will continue to provide American Sign Language interpreters to residents upon request.
Emergency procedures, plans, and public safety information (13)	Considering the Town prepares emergency procedures, plans or public safety information, and makes the information available to the public, the town shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Jan. 1 2012	The Town's corporate emergency response and preparedness plan currently includes a statement, related to the provision of this document in an accessible format upon request, on its front page. This plan is available on the Town's website.
Accessible Websites and Web Content (14)	The Town shall make its internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	Jan. 1 2014 for level A and Jan. 1 2021 for level AA	<ol style="list-style-type: none"> 1. Continue to ensure that department website html pages are accessible through correct use of heading hierarchies, alt tags for images, proper labels for links, etc. 2. Identify all website department

Schedule A-Town of Milton Accessibility Plan 2012-2017

			<p>documents (including forms) currently in PDF format that will need to be converted to accessible PDF document formats or html online forms. The proposed file conversion philosophy developed by the Community Services Department will be shared with other departments for consideration to encourage consistency across all departments.</p> <p>3. For documents posted to the Town's website after Jan. 1 2012, a statement will be added to inform the public that the document is available in an accessible format upon request. Once training has been completed in early 2013, staff will be required to create all documents, posted to the web, in an accessible format.</p> <p>Proposed Corporate File Conversion Philosophy:</p> <p>Provide fully accessible content for all content/PDF documents on the Town website as of January 1, 2014</p> <ul style="list-style-type: none"> • Transition away from PDF documents/forms to other
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Schedule A-Town of Milton Accessibility Plan 2012-2017

			<p>accessible formats, such as html, when possible, to avoid the extra time/staff resources required to produce an accessible PDF document.</p> <ul style="list-style-type: none">• Replace PDF documents on the website (when practical) with html web pages and online forms• Convert documents that still need to be offered in PDF format on the website to a fully accessible PDF format• Investigate/test the “printability” of the online forms to avoid the need to maintain both an online version and a separate PDF version of forms on the website.• Work with the Town webmaster on formatting of the online forms to create as printable a product as possible.• Adopt corporate conventions on how terms on forms are expressed for consistency across all
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Schedule A-Town of Milton Accessibility Plan 2012-2017

			<p>departments</p> <ul style="list-style-type: none"> Explore self-serve accessible Valcustomer computer kiosks at customer service counters so that customers being served in person have the option to complete the form online onsite vs. a paper printout.
Public Libraries (19)	Library boards shall make information about the availability of accessible materials publicly available and shall provide the information in an accessible format or with appropriate communication supports, upon request	Jan. 1 2013	The Milton Public Library currently offers information on accessible formats and materials through the accessibility page of their website.

6.1.3 Employment Requirements

Requirement	Description	Comply By	Action Taken
Recruitment: General (22)	The Town shall notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes	Jan. 1 2014	A statement, related to the provision of accessibility accommodations will be included on job postings and the "Jobs" page of the Town's website.
Recruitment: Assessment or Selection Process (23)	During a recruitment process, the town shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used	Jan. 1 2014	When scheduling interviews, staff in Human Resources will inform candidates of the availability of accessibility accommodations upon request.
Notice to Successful Candidates (24)	The town, when making offers of employment, will notify the successful applicant of its policies for accommodating employees with disabilities.	Jan. 1 2014	When making offers of employment, the Town shall inform the candidate of any relevant policy, including individualized accommodation plans.
Informing Employees of Supports (25)	The town shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies	Jan. 1 2014	Human Resources will provide new employees with information, related to relevant policies and procedures,

Schedule A-Town of Milton Accessibility Plan 2012-2017

	on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		during the employee's orientation process.
Accessible Formats and Communication Supports for Employees (26)	Where an employee with a disability so requests it, the town shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for a) Information that is needed in order to perform the employee's job, and b) Information that is generally available to employees in the workplace.	Jan. 1 2014	Currently, the Human Resources office provides accessible formats and communication supports to employees upon request. Staff will continue to be informed of this process throughout 2013.
Workplace emergency response information (27)	The Town shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Jan. 1 2012	A corporate form was developed for staff to request individualized emergency plans. To date no employees have requested a plan. This form is available on the Town of Milton's Intranet.
Documented individual accommodation plans (28)	The town shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Jan. 1 2014	A formal policy will be developed by Human Resources in 2013. Once approved by Council, the policy will be incorporated into the HR policy manual, and circulated to staff.
Return to work process (29) (29)	The town: a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work, and b) Shall document the process	Jan. 1 2014	The Town's corporate Return-to-Work policy will be reviewed and updated, to comply with this requirement, in 2013.
Performance Management (30)	As the town uses performance management in respect of its employees, it shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its	Jan. 1 2014	Human Resources will be introducing a new, and accessible, performance management form for staff in 2013. In addition, this form will have the ability to be converted into an accessible format

Schedule A-Town of Milton Accessibility Plan 2012-2017

	<p>performance management process in respect of employees with disabilities</p> <p><i>Performance management</i> in this section – activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success</p>		<p>according to the employee's individualized accommodation plan.</p>
<p>Career development and advancement (31)</p>	<p>As the town provides career development and advancement to its employees, the town shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities</p> <p><i>Career development and advancement</i> in this section – includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them</p>	<p>Jan. 1 2014</p>	<p>Human Resources will continue to provide their annual training calendar in an accessible PDF or Word document for all staff. Training materials will be provided in accessible formats, or with appropriate communication supports upon request.</p>
<p>Redeployment (32)</p>	<p>As the town uses redeployment, the town shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, with redeploying employees with disabilities</p> <p><i>Redeployment</i> in this section – means the reassignment of</p>	<p>Jan. 1 2014</p>	<p>The Town's corporate Redeployment policy will be updated, and reviewed, in 2013. Once approved by Council, the policy will be incorporated into the HR Policy Manual.</p>

Schedule A-Town of Milton Accessibility Plan 2012-2017

	employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization		
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6.1.4 Transportation Requirements

The majority of these requirements can be found in Milton Transit's Accessibility Plan (Appendix A). There are, however, two clauses that relate to taxicabs.

Requirement	Description	Comply By	Action Taken
Duties of municipalities, accessible taxicabs (79)	The town shall consult with its AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community <i>Accessible taxicab</i> – as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the <i>Highway Traffic Act</i>	Jan. 1 2013	Consultation with the Milton Accessibility Advisory Committee and the public, regarding the proportion of on-demand accessible taxicabs took place on November 30, 2012 as part of the Public Information Session on the Town's multi-year accessibility plan.
Duties of municipalities, taxicabs (80)	As the town licenses taxicabs, the town shall ensure that owners and operators of taxicabs are prohibited a) From charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip, and b) From charging a fee for the storage of mobility aids or mobility assistive devices	July 1 2011	In 2009, amendments were made to the Town's taxi by-law to prevent taxi companies from charging a higher rate for persons with disabilities and charging a rate for the storage of mobility devices.

Schedule A-Town of Milton Accessibility Plan 2012-2017

6.2: Accessible Document Conversion Charts

In preparation for compliance with the January 1, 2014 deadline for accessible websites and web content, charts are being developed by the Town's departments to identify the various documents offered, through the Town's website, and the accessible formats they will be converted into in the future.

Section 7: Conclusion

In Milton, Council and staff continue to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises we are obligated to continue our pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

The Town has made several important accessibility improvements within our by-laws, facilities, policies, programs, practices and services. It is in our best interest and in the interest of our community to continue to move forward in the identification, removal, and prevention of barriers.

Feedback on the accessibility of its facilities, programs, and goods and services is always welcome. Please contact the Executive Services department as indicated below:

Phone: 905-878-7252,, ext. 2534

TTY: 905-878-1657

E-mail: accessibility@milton.ca

Schedule A-Town of Milton Accessibility Plan 2012-2017

APPENDICIES

Appendix A: Milton Transit Accessibility Plan

Introduction

The Town of Milton, through Milton Transit, currently provides both conventional and specialized transit services. At present time, both services are contracted to third party service providers, using Town-owned conventional transit vehicles and contracted sedan/accessible taxis. All vehicle maintenance, servicing, operations (including dispatch, human resource responsibilities and day-to-day customer service), and facility lease operations/management are included within the current contracted service delivery framework.

Conventional Transit Services

Currently, Milton Transit has a current fleet of 13 transit buses to provide over 24,000 annual service hours. Milton Transit currently operates Monday to Friday from 05:45 to 20:30, with no service offered on weekends or statutory holidays. Eight (8) fixed routes provide service to the urban area. Nine (9) buses operate conventional service during peak periods, providing 30 minute frequencies. Mid-day off-peak service is hourly (on most routes) with an assignment comprising of four buses. Evening drop-off only service is a zone-type service using three (3) buses, catered toward the last incoming GO Transit rail connection. High school special service is also provided, linking service to morning and afternoon school bell times.

Ridership on the conventional system has seen unprecedented growth over the last two years. In 2011, annual ridership growth levels surpassed 66% compared to 2010, representing over 228,000 revenue passenger trips. It is anticipated that future ridership growth will continue due to increased development pressure and a growing student market.

Specialized/Para-Transit Services

The Town operates paratransit service within the urban and rural boundaries of Milton to eligible residents who have a physical disability via a local taxi contractor. The taxi contractor supplies all vehicles and operators, servicing/maintenance and reservation/dispatch functions. Both accessible vehicles and sedans are used for Milton paratransit services.

Schedule A-Town of Milton Accessibility Plan 2012-2017

As an additional specialized support mechanism, the Town has implemented a Community Bus service, effective July 4, 2011. The Community Bus concept provides an adjunct and supplementary service to both paratransit and conventional transit services. Targeted to seniors and persons with lower levels of mobility, Community Bus provides a limited, fixed route operation linking market-specific origins and destinations of interest (senior's residences, retail areas, apartment buildings, medical facilities, libraries, etc). Currently, the Community Bus operates two days a week, Wednesdays and Fridays 08:20-14:45.

Compliance with the Integrated Accessibility Standards

Requirement	Description	Comply By	Action Taken
Availability of information on accessibility equipment, etc. (34)	The town shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services	Jan. 1 2012	Continue to update information posted on Town's website. Add additional print communications
Non-functioning accessibility equipment (35)	If the accessibility equipment in a vehicle is not functioning and equivalent service cannot be provided, the town shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the town shall repair the equipment as soon as practicable	July 1 2011	Established within current contract with Diversified Transportation (operational condition as part of maintenance program) In accordance with by-law 94-2004 as amended, if an accessible taxicab breaks down on route, the broker is required to request an accessible taxi from another broker to complete the trip.
Accessibility Training	The accessibility training shall include training on a) The safe use of accessibility equipment and features b) Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails, and c) Emergency preparedness and response procedures that provide for the safety of persons with disabilities	Jan. 1 2014	The training components found under this requirement will be included in the Town's corporate training program.
Emergency preparedness and response policies (37)	In addition to any obligations that the town has under section 13, the town: a) Shall establish, implement, maintain and document emergency preparedness	Jan. 1 2012	Policy related to emergency preparedness and response has been completed and included as part of this plan.

Schedule A-Town of Milton Accessibility Plan 2012-2017

	<p>and response policies that provide for the safety of persons with disabilities</p> <p>b) Shall make those policies available to the public</p>		
Fares: Support Persons	The town shall not charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person	Jan. 1 2014	Establish definition and identification for "support person".
Transition, existing contracts (39)	Where the town has, on June 30.2011, existing contractual obligations to purchase vehicles that do not meet the requirements of sections 53-62, the town may honor the existing contract	July 1, 2011	The Town has complied with this requirement.
Transition, existing vehicles (40)	The town is not required to retrofit vehicles that are within their fleet as of July 1.2011 in order to ensure that the vehicles meet the accessibility requirements of sections 53-62	July 1, 2011	The Town has complied with this requirement.
Accessibility plans, conventional transportation services (41)	In addition to the accessibility plan requirements in section 4, in their accessibility plan, the town shall identify the process for managing, evaluating and taking action on customer feedback	Jan. 1 2013	Completion of this gap analysis. Darren to format into Corporate Accessibility Plan (as appendix)
Accessibility plans, specialized transportation services (42)	<p>Specialized transportation service providers shall, in their accessibility plans</p> <p>a) Identify the process for estimating the demand for specialized transportation services, and</p> <p>b) Develop steps to reduce wait times for specialized transportation services</p>	Jan. 1 2013	Process for estimating service demand based on analysis of previous 12 months of service demand with a growth factor. Current service delivery (by taxi) already minimizes wait times for persons with disabilities. Same day service available – high level of service.
Accessibility plans, conventional and specialized transportation services (43)	Both service providers shall, in their accessibility plans, describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles	Jan. 1 2013	Contractor obligation to accommodate (i.e. persons in wheelchair).
General Requirements (44)	<p>The town shall</p> <p>a) Deploy lifting devices, ramps or portable bridge plates</p>	Jan. 1 2012	Town responsibilities through contractor operational procedures, including:

Schedule A-Town of Milton Accessibility Plan 2012-2017

	<p>upon request of a person with a disability</p> <p>b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities</p> <p>c) Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities, and</p> <p>d) Allow a person with a disability to travel with medical aid</p> <p><i>Medical aid</i> – an assistive device, including respirators and portable oxygen supplies</p>		<p>e) Deploy lifting devices, ramps or portable bridge plates upon request of a person with a disability</p> <p>f) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities</p> <p>g) Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities, and</p> <p>h) Allow a person with a disability to travel with medical aid.</p>
Alternative accessible method of transportation (45)	Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation	Jan. 1 2013	The Town fulfills this requirement by providing specialized paratransit services.
Fares (46)	The town shall not charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability	July 1 2011	The Town introduced fare parity, on both its conventional and specialized transit services on January 1, 2012.
Transit Stops (47)	The town, in respect of transportation vehicles to which this section applies, shall ensure that persons with disabilities are able to board or deboard a transportation vehicle at the	Jan. 1 2012	Part of standard operating procedures established by service contractor.

Schedule A-Town of Milton Accessibility Plan 2012-2017

	closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route		
Storage of mobility aids, etc. (48)	The town shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles within reach of the person with the disability who uses the aid or device	Jan. 1 2012	N/A (applies to coach services)
Courtesy Seating (49)	The town shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles and that the courtesy seating meets the standards set out in this section	Jan. 1 2012	As of November 1, 2012, signage, indicating the courtesy seating, has been installed on the Town's conventional transit fleet.
Service Disruptions (50)	Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, the town shall a) Make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible, and b) Ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability	July 1 2011	Part of standard operating procedures established by service contractor.
Pre-boarding announcements (51)	The town shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop	July 1 2011	The Town's conventional transit operators will provide pre-boarding stop announcements, and any other relevant information, upon request.
On-board announcements (52)	The town shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation	July 1 2011	The Town's conventional transit operators provide verbal on-board stop announcements. This practice will continue until automated stop announcements have been

Schedule A-Town of Milton Accessibility Plan 2012-2017

	vehicles while the vehicle is on route or while the vehicle is being operated		implemented.
Technical Requirements (53-61)	<p>The technical requirements, related to conventional transit vehicles, include:</p> <ul style="list-style-type: none"> • Grab bars • Floor and carpeted surfaces • Allocated mobility aid spaces • Stop-requests and emergency response controls • Lighting features • Signage • Lifting devices • Steps • Indicators and alarms 	Manufactured on or before Jan. 1 2013	Town procures fleet via Metrolinx Joint Procurement Initiative. Contract requirements/ specifications have been updated and forwarded to the current bus manufacturer for any purchases in 2013. Future joint procurement initiatives will include associated specifications in any Request for Proposal / Terms of Reference.
Categories of eligibility (63)	<p>Every specialized transp. service provider shall have 3 categories of eligibility to qualify for specialized transp. services</p> <ul style="list-style-type: none"> a) Unconditional eligibility b) Temporary eligibility c) Conditional eligibility 	2017	Re-evaluation of eligibility, criteria will occur, and changes will be made accordingly.
Eligibility application process (64)	If a person has completed an application for eligibility for specialized transp. services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transp. service provider, the person shall be considered to have temporary eligibility for specialized transp. services until a decision on his or her eligibility is made	Jan. 1 2014	Establish a policy/procedure that allows approval of the applicant until full review completed.
Emergency or compassionate grounds (65)	Specialized transp. service providers shall develop procedures respecting the provision of temporary specialized transp. services earlier than the 14 calendar days referred to in the previous	Jan. 1 2014	Development of applicable policies will occur throughout 2013.

Schedule A-Town of Milton Accessibility Plan 2012-2017

	<p>section's first point</p> <p>a) Where the services are required because of an emergency or on compassionate grounds, and</p> <p>b) Where there are no other accessible transp. services to meet the person's needs</p>		
Fare Parity (66)	Where a transp. service provider provides both conventional transp. services and specialized transp. services, the transp. service provider shall ensure that there is fare parity between conventional transp. services and specialized transp. services	Jan. 1 2013	Fare Parity /equalization / structure / payment method implemented on January 1, 2012
Visitors (67)	<p>Every specialized transp. service provider shall</p> <p>a) Make specialized transp. services available to visitors</p> <p>b) Consider as eligible</p> <p style="padding-left: 20px;">i. Visitors who provide confirmation that they are eligible for specialized transp. services in the jurisdiction in which they reside, or</p> <p style="padding-left: 20px;">ii. Visitors who meet the specialized transp. services eligibility requirements of the specialized transp. service provider</p>	Jan. 1 2013	A MFIPPA policy has been developed, and will be approved as part of this plan, for the collection, use, and disclosure of personal information when determining eligibility for visitors to Milton. Eligibility criteria have also been included in this policy.
Origin to destination services (68)	Every specialized transp. service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities	July 1 2011	The Town has fulfilled this requirement.
Coordinated Service (69)	Where specialized transp. services are provided in adjacent municipalities with contiguous urban areas, the specialized transp. service providers shall facilitate connections between their respective services	Jan. 1 2013	Currently no contiguous urban area. No connection policies required.
Hours of Service (70)	Where a transp. service provider provides both conventional	Jan. 1 2013	Service parity implemented on January 1, 2012.

Schedule A-Town of Milton Accessibility Plan 2012-2017

	transp. services and specialized transp. services, it shall ensure that the specialized transp. services have, at a minimum, the same hours and days of service as the conventional transp. services		
Bookings (71)	Every specialized transp. service provider shall, where the specialized transp. services require reservations a) Provide same day service to the extent that it is available, and b) Where same day service is not available, accept booking requests up to 3 hours before the published end of the service period on the day before the intended day of travel	Jan. 1 2014	Currently allow same day service. A formal policy will be developed in 2013.
Trip Restrictions (72)	No specialized transp. service provider shall limit the availability of specialized transp. services to persons with disabilities by a) Restricting the number of trips a person with a disability is able to request, or b) Implementing any policy or operational practice that unreasonable limits the availability of specialized transp. services	Jan. 1 2014	No current restriction as part of service contractor obligations
Service Delays (73)	Every specialized transp. service provider, where the specialized transp. services require reservations, shall provide information on the duration of the service delays to affected passengers by a method agreed to by the specialized transp. service provider and passenger	Jan. 1 2013	This requirement has been fulfilled as part of the Town's service contractor's obligation.
Companions and Children (74)	Every specialized transp. service provider shall allow dependents to travel with a person with a disability who is the parent or guardian of the dependent if appropriate child restraint securement systems and	Jan. 1 2013	The Town has complied with this requirement.

Schedule A-Town of Milton Accessibility Plan 2012-2017

	equipment are, if required, available		
Duties of municipalities, general (78) <i>Public Engagement</i>	Any municipality that provides conventional transp. services shall consult with its municipal AAC, where one has been established in accordance with section 29 (1) or (2) of the Act, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation of bus stops and shelters	Jan. 1 2013	Accessibility criteria were presented to the Milton Accessibility Advisory Committee on November 30, 2012 for review and feedback. Additional consultation will take place in 2013.

The above chart outlines Milton Transit’s long range forecast for complying with the transportation requirements under the Integrated Accessibility Standards.

For further information on any of the actions identified in this plan, please contact Milton Transit at:

Phone: 905-864-4141
 TTY: 905-878-1657
 Fax: 905-864-3222

Email: info@milton.ca
 Web: <http://www.milton.ca/en/live/transit.asp>

Appendix B: Definitions

Accessible Formats: May include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML, formats, Braille, and other formats usable by persons with disabilities.

Assistive Device: A technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier: As defined in the AODA, a barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, or a policy or practice.

Career Development and Advancement: Providing additional responsibility within an employee’s position, and the movement of an employee from one job to

Schedule A-Town of Milton Accessibility Plan 2012-2017

another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

Communication Supports: May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Communications: The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

Conventional Transportation Service Provider: A designated public sector transportation organization that provides conventional transportation services solely within the province of Ontario.

Conventional Transportation Services: Any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

Conversion Ready: An electronic or digital source document or format that facilitates conversion into an accessible format. For example, a Word or text-based document into large print, plain language, accessible PDF or Braille-ready format.

Designated Authority: An individual, or group of individuals, who have the ability to make decisions related to the administration and operation of a particular good, service, or facility. For example, the Coordinator, Transit would possess this authority when delivering local conventional and specialized transit services.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Disability:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*. – section 10, Ontario Human Rights Code, 1990

Information: Data, facts, and knowledge that exists in any format, including text, audio, digital, or images, that convey meaning.

Medical Aid: An assistive device which may include, but is not limited to, respirators and portable oxygen supplies.

Mobility Aid: A device used to facilitate the transport, in a seated posture, of a person with a disability. Examples include, but are not limited to, wheelchairs, scooters, and walkers.

Mobility Assistive Aid: A cane, walker, or similar aid.

Performance Management: Assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: To assign an employee to another job or department, within the organization, as an alternative to layoff, when a particular job or department has been eliminated within the organization.

Specialized Transportation Service Provider: A designated public sector transportation organization that provides specialized transportation services that operate solely within the Province of Ontario.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Specialized Transportation Services: Public passenger transportation services that,

- Operate solely within the Province of Ontario.
- Are provided by a designated public sector transportation organization.
- Are designed to transport persons with disabilities.

Support Person: Another person, identified by the service provider, who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

On-Demand Taxicab: A motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

Timely Manner: An action or task performed and accomplished in an appropriate time frame, as determined by the staff identified in the corresponding procedure. For example, five business days to transfer a written document into an accessible format.

Transit Bus: A motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

Acronyms

AODA: Accessibility for Ontarians with Disabilities Act

IAS: Integrated Accessibility Standards

ODA: Ontarians with Disabilities Act

WCAG: Web Content Accessibility Guidelines

Schedule A-Town of Milton Accessibility Plan 2012-2017

Appendix C: Corporate Departments

Community Services

Mission Statement: The Community Services Department contributes to the quality of life and a healthy and sustainable community through the provision of recreation, parks and cultural services. We work to engage and partner with the community in providing safe, enjoyable and quality experiences.

The responsibilities of the department include:

- Programming of visual and performing arts and cultural activities
- Planning and staging of performances and shows to meet the needs of Milton's diverse demographic;
- Programming of recreation, fitness and leisure activities;
- Planning to meet the leisure needs of the community;
- Publishing of the Community Services Guide;
- Scheduling of baseball diamonds and soccer fields as well as scheduling and maintenance of community halls, arenas, gymnasiums, meeting rooms, parks and pools;
- Development of new parks, programs and facilities;
- Managing and developing civic/municipal buildings and properties; and
- Managing business units for:
 - Milton Centre for the Arts;
 - Milton Leisure Centre;
 - Milton Senior's Activity Centre;
 - Milton Sports Centre; and
 - Arenas.
- Development of new parks;
- Maintenance and care of existing parks and open space;
- Working with community groups and organizations;
- Development and funding support for community groups and organizations; and
- Planning and staging of community events.

Corporate Services

This Department handles the financial affairs for the Town of Milton. It also provides support in the areas of information technology, purchasing, and human resource management. Services are provided through the aforementioned areas and are integrated through the Director, Corporate Services/Treasurer.

Finance and Accounting

- Corporate budget coordination;
- Financial impacts and analysis;

Schedule A-Town of Milton Accessibility Plan 2012-2017

- Investments and borrowing;
- Financial policy and procedures;
- Financial reporting;
- Reserve, reserve fund administration;
- Accounts payable and receivable;
- Payroll and job costing; and
- Development charges administration;

Human Resources

- Corporate training and development;
- Corporate health, safety and wellness;
- Compensation benefits;
- Human Resource procedures;
- Labor relations; and
- Recruitment.

Information Technology

- Business systems implementation and support;
- Service desk and desktop support;
- Server and network management;
- Telecommunications;
- Database management;
- Internet / intranet management;
- Data centre management;
- Information security management;
- Business continuity and disaster recovery; and
- GIS services.

Purchasing

- Procurement of goods and services;
- Sale of surplus goods;
- Inventory management; and
- Insurance claims and risk management.

Taxation and Assessment

- Billing and collection of property taxes;
- Property tax adjustment programs; and
- Property assessment administration.

Schedule A-Town of Milton Accessibility Plan 2012-2017

Engineering Services

The Engineering Services department provides seamless service delivery, of engineering related matters, to residents and businesses in Milton. Under the guidance of the Director, Engineering Services, this department's responsibilities include:

Development Engineering

- Review and approval of engineering drawings and reports for all new residential and industrial developments;
- Administration of all subdivision/ condominium agreements;
- Inspection of all subdivision and site plan municipal services;
- Project management of Secondary Master Plans for storm water management and servicing; and
- Establishment and enforcement of engineering design standards.

Infrastructure Management

- Infrastructure and asset management;
- Environmental assessments for proposed infrastructure projects;
- Project management for the planning,
- Design and construction/reconstruction of municipal infrastructure;
- Act as a liaison with other municipalities and agencies to ensure a coordinated approach to all infrastructure related processes; and
- Development and maintenance of infrastructure-related databases.

Traffic Control and Parking

- Parking enforcement;
- Online parking ticket payments;
- 24-hour extended parking and parking prohibition requests;
- Traffic count data;
- Traffic sign deficiencies and pavement markings;
- General traffic operational concerns;
- Speeding concerns;
- Traffic lights;
- Traffic signal timings;
- New signal requests; and
- Review and issuing of permits. (filming, special events and street parties, road cuts, wide/heavy loads, driveways)

Schedule A-Town of Milton Accessibility Plan 2012-2017

Public Works and Operations

- Day-to-day maintenance of over 1,400 lane km of local and regional roads and over 700 acres of parks and sports fields;
- Winter control operations, including snow plowing/removal and sanding/salting;
- Installation and maintenance of road-related signage;
- Surface treatment, shoulder repair and dust control on rural roads; and
- Installation and maintenance of ditching and drainage systems.

Executive Services

Executive Services is composed of the Mayor's Office, the Chief Administrative Officer's (CAO) office, the Town Clerk's Division, and Economic Development.

Services provided through this department include:

- Activities of the Mayor;
- Public and Corporate relations;
- Strategic Planning;
- By-law Enforcement;
- Corporate Freedom of Information;
- Marriage Licensing;
- Taxi Cab and Driver Licensing;
- Death Record Registry;
- Economic Development;
- Crossing Guard Program;
- Municipal Elections;
- Animal Control;
- Weed Control;
- Board and Committee Appointments;
- Emergency Management;
- Corporate Accessibility; and
- Business and Lottery Licensing.

The Mayor represents the Head of Milton Council. In addition to serving as a Regional Councilor, he also participates within all other levels of government affecting Milton. The Mayor also declares a Town emergency and assists with community events and functions.

Consistent with the Municipal Act, related legislation, regulations and the administrative duties prescribed in the CAO By-law for the Town of Milton, the Chief Administrative Officer exercises general management and control of the Corporation.

Schedule A-Town of Milton Accessibility Plan 2012-2017

The Economic Development Unit, working through a common set of goals, assists businesses through the technical processes associated with relocation or business set up.

In addition to managing the requirements of the Municipal Act, the Town Clerk provides vital and direct support to Council, particularly in organizing Council agendas and ensuring the smooth flow of Council business. The Clerk also provides impartial procedural advice to Council; ensures due process is followed; records Council decisions; and conducts municipal elections.

Fire Department

The goal of the Fire Department is to provide fire prevention and fire protection services through a range of programs designed to protect the lives and property of all residents and visitors.

The vision of the Milton Fire Department is to be a well planned, well trained, well equipped and adequately staffed department.

Planning and Development Department

Through the establishment of land use policies, reviewing development applications and issuing building permits, the Planning & Development department strives to balance the natural, social and built environments that provide for the present while protecting for the future.

The department consists of Policy Planning, Development Review, Development Engineering and Building Services.

The department's responsibilities include:

- Establishing policies, regulations and standards related to guiding land use and development in Milton; and
- Ensuring compliance with provincial building regulations.

The services offered through the Planning & Development department include:

- Policy planning;
- Population forecasting and growth projections;
- Administration and review of development applications including:
 - Subdivisions and Condominiums;
 - Exemptions from Part-lot Control;
 - Land Severances (consents);
 - Site Plans;
 - Land Use (Official Plan and Zoning) Changes;
 - Minor Variances;

Schedule A-Town of Milton Accessibility Plan 2012-2017

- Review of Niagara Escarpment Development permits;
- Regulation of land use (zoning compliance);
- Issuance of building, plumbing and demolition permits;
- Issuance of sign permits;
- House numbering;
- Mapping; and
- Designation of heritage buildings.



The Corporation of the Town of Milton
150 Mary Street, Milton, ON, L9T 6Z5, Canada | Tel. 905-878-7252
or visit us at www.milton.ca

Milton Accessibility Advisory Committee
Tel. 905-878-7252 (ext. 2534) | TTY. 905-878-1657
or visit us at Accessibility@milton.ca

