The Corporation of the
TOWN OF MILTON

Report To: Council
From: Troy McHarg, Town Clerk
Date: December 14, 2015
Report No: ES-033-15
Subject: Corporate Accessibility Plans

Recommendation: THAT the 2015 / 2016 Accessibility Plan, including the 2015 Integrated Accessibility Standards status update, as attached, be approved;

AND THAT the 2016 Milton Transit Accessibility Plan, as attached, be approved.

EXECUTIVE SUMMARY

Under the authority of the Ontarians with Disabilities Act, 2001 and the Integrated Accessibility Standards, O. Reg. 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005, the Town is required to develop and implement an annual corporate accessibility plan and an annual transit accessibility plan. This report provides a high level overview of the 2015/2016 Accessibility Plan and the 2016 Milton Transit Accessibility Plan. Moreover, it is evident, through the information presented in both plans, that the Town has met all of its legislated compliance requirements for 2015, and will continue to meet its obligations throughout 2016.

REPORT

Background

In June 2005, the Ontario government enacted the Accessibility for Ontarians with Disabilities Act (AODA). Under this legislation, the Minister of Community and Social Services was responsible for identifying sectors of society for which accessibility standards were to be developed. The five areas that were chosen were:

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

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 province’s goal of full accessibility by 2025, the government harmonize the Information and Communications, Employment, and Transportation standards into one regulation.

On July 1, 2011, the Integrated Accessibility Standards (Ontario Regulation 191/11 under the AODA) was enacted into law.

In December 2012, the Ontario government enacted the Design of Public Spaces Standards into law. Also known as the Accessibility Standards for the Built Environment, these standards, which have since been consolidated into the Integrated Accessibility Standards, relate to external design elements, including:

- Recreational Trails and Beach Access Routes
- Public-Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Service Counters, Queuing Lines, and Waiting Areas
- Maintenance

In December 2013, the Ontario government filed an amendment to the 2012 Ontario Building Code. Effective January 1, 2015, this amendment introduced new accessibility requirements related to the design and construction of internal building elements.

Discussion

2015 / 2016 Accessibility Plan

In accordance with requirements established under the Ontarians with Disabilities Act, the Town is mandated to develop an annual accessibility plan. The 2015/2016 Plan provides an update, from each corporate department, on the projects that were undertaken throughout the year, and identifies future projects that are designed to eliminate barriers to the Town’s goods, services, programs, and facilities.

In addition, the 2015/2016 Plan highlights the various achievements and accomplishments made by staff to enhance and promote accessibility throughout the Corporation.

Considering the Milton Accessibility Advisory Committee plays an important role in the development of the Plan, it highlights the Committee’s 2015 achievements and identifies their goals for 2016.

Included in the 2015/2016 Plan is the mandatory status update on the Town’s 2012-
2017 Accessibility Plan. As required under section four (4) of the Integrated Accessibility Standards (O. Reg. 191/11 under the AODA), this update outlines the actions undertaken, throughout 2015, to meet our compliance obligations.

2016 Milton Transit Accessibility Plan

As stipulated under section 62 of the Integrated Accessibility Standards, Milton Transit is required to develop an annual accessibility plan. The 2016 Plan provides an overview of the programs, services, and projects that will be introduced and implemented to meet future compliance obligations.

On November 5, the mandatory public information session was held to provide the members of the Milton Accessibility Advisory Committee, the public, and residents with disabilities with an opportunity to review and comment on the Plan. Between October 9- November 6, the 2016 Plan was available on the Accessible Milton page of the Town’s website. For residents who were not able to attend the public information session, this online forum provided an additional opportunity to submit feedback on the Plan.

Further information on how Milton Transit met its 2015 compliance obligations can be found in section 6.1.4 of the 2015/2016 Municipal Accessibility Plan.

Financial Impact

Operating budgets, from various service areas or departments, may be impacted depending on the specific compliance requirement. In addition, future capital budget forecasts, related to Milton Transit, will be impacted in order to meet its compliance obligations under the Integrated Accessibility Standards. Any future financial impacts will be accommodated through capital and operating budgets.

Respectfully submitted,
Troy McHarg
Town Clerk

For questions, please contact: Darren Cooper Ext. 2534

Attachments

| 2015 / 2016 Accessibility Plan |
| 2016 Milton Transit Accessibility Plan |
| CAO Approval |
| William Mann, MCIP, RPP, OALA, CSLA, MCIF, RPF |
| Chief Administrative Officer |
2015/2016
Accessibility Plan

The Corporation of the Town of Milton
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Town of Milton 2015/2016 Accessibility Plan

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

Jessica Lyons, Chair, Milton Accessibility Advisory Committee
Phone: 647-338-0070.

This document is available in a variety of accessible formats upon request. To make a request, contact the Coordinator, Accessibility at the information provided above.
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 corporate accessibility projects and initiatives, including the preparation, implementation and effectiveness of the Town’s annual accessibility plan.

The ODA also stipulates other municipal obligations including:

- 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 accessible parking permits; and
- Municipalities will increase the minimum penalty for misuse of accessible parking spaces, under municipal bylaws, to $300.

In June 2005, the Accessibility for Ontarians with Disabilities Act (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.

Moreover, the fundamental purpose of the AODA is to ensure that Ontario is universally accessible by 2025. Ontario was the first Canadian jurisdiction to regulate accessibility standards. On December 5, 2013, Manitoba became the second province to enact accessibility legislation. Similar to the standards-based framework introduced through the AODA, the Accessibility for Manitobans with Disabilities Act (AMA) will develop and regulate accessibility standards in a variety of industries, including customer service.
Under the AODA, 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).

In December 2012, the Ontario government enacted the Design of Public Spaces Standards. Also known as the Accessibility Standards for the Built Environment, these standards provide technical requirements for the design and construction of new or significant renovation to, external elements, including:

- Recreational Trails and Beach Access Routes
- Public-Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Service Counters, Fixed Queuing Lines, and Waiting Areas
- Maintenance

The Town of Milton will be required to comply with the Design of Public Spaces Standards by January 1, 2016. Technical accessibility requirements for the design and construction of new or significant renovation to, interior elements have been incorporated into the revised Ontario Building Code. Amendments to the barrier-free sections of the Code took effect on January 1, 2015.
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.

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

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 228,000 by 2031.

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 an accessible and inclusive community for all residents. This commitment is recognized and fulfilled through:

- Being a leader in accessibility by meeting or exceeding compliance timelines of legislated requirements;
Town of Milton 2015/2016 Accessibility Plan

- Providing universal mobility for everyone through the provision of snow removal, transit, and accessible sidewalks;
- Identifying and completing accessibility upgrades within Town facilities and parks, such as the provision of accessible play equipment;
- Being pro-active about making accessibility a design priority through the development of Milton’s Facility Accessibility Design Standards;
- Providing accessible information and communication tools such as a website, that meets level A requirements under the Web Content Accessibility Guidelines, TTY machines at various Town facilities, the StageFly app at the Milton Centre for the Arts, and assistive technologies at the Milton Public Library; and
- Ensuring that persons with disabilities are well represented in all aspects of the community, including representation on various Town committees.

In order to meet the needs of Milton’s growing population, now, and in the future, a new strategic action plan has been prepared entitled “Destiny Milton 3” (DM3). DM3 establishes the over-arching vision, goals and actions the Town will endeavor to undertake when making decisions within its areas of responsibility.

Town of Milton Vision: “Together, the future is ours to innovate.”

Town of Milton Goals:

- Vibrant and Connected Community;
- Economic Growth;
- Financial Sustainability;
- Enhanced Communication; and
- Organizational Effectiveness.

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

In conjunction with the October 2014 municipal election, the committee’s Terms of Reference were updated and new members were appointed for the 2014-2018 term of office. MAAC plays a critical role in advising the Town on accessibility matters.

The members of the Milton Accessibility Advisory Committee are:

<table>
<thead>
<tr>
<th>Jessica Lyons (Chair)</th>
<th>Carole Sharp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wayne Beauchamp (Vice-Chair)</td>
<td>Dominique Sedlezky</td>
</tr>
<tr>
<td>Arnold Huffman (Town Councillor)</td>
<td>Lindsey Thiel</td>
</tr>
<tr>
<td>Michael Summers</td>
<td></td>
</tr>
</tbody>
</table>

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

2.2 Corporate Accessibility Committees

In 2008 and 2011, respectively, 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 Committee include:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joy Anderson</td>
<td>Sr. Manager, Recreation Services</td>
<td>Community Services</td>
</tr>
<tr>
<td>Janet Brooks</td>
<td>Sr. Manager, Human Resources</td>
<td>Corporate Services</td>
</tr>
<tr>
<td>John Brophy</td>
<td>Sr. Manager, Infrastructure</td>
<td>Engineering Services</td>
</tr>
<tr>
<td>Darren Cooper</td>
<td>Coordinator, Accessibility</td>
<td>Executive Services</td>
</tr>
<tr>
<td>Dave Pratt</td>
<td>Deputy Fire Chief</td>
<td>Fire Department</td>
</tr>
<tr>
<td>Brian Yundt</td>
<td>Coordinator, Building Inspection</td>
<td>Planning &amp; Development</td>
</tr>
</tbody>
</table>

b) **Integrated Accessibility Standards 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 at the call of the Chair.
- 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 members of the Integrated Accessibility Standards Subcommittee are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Brown</td>
<td>Supervisor, Administration</td>
<td>Community Services</td>
</tr>
<tr>
<td>Hazel Carlin</td>
<td>Coordinator, Marketing &amp; Communications</td>
<td>Community Services</td>
</tr>
<tr>
<td>Christina McTavish</td>
<td>HR Advisor</td>
<td>Corporate Services</td>
</tr>
<tr>
<td>Linda Nielsen Taylor</td>
<td>Webmaster</td>
<td>Corporate Services</td>
</tr>
<tr>
<td>Tony D’Alessandro</td>
<td>Coordinator, Transit</td>
<td>Engineering Services</td>
</tr>
<tr>
<td>Darren Cooper</td>
<td>Coordinator, Accessibility</td>
<td>Executive Services</td>
</tr>
<tr>
<td>Dave Pratt</td>
<td>Deputy Fire Chief</td>
<td>Fire Department</td>
</tr>
<tr>
<td>Debbie Johnson</td>
<td>Planning Administrator</td>
<td>Planning &amp; Development</td>
</tr>
</tbody>
</table>
Section 3: 2015 Achievements

3.1 Milton Accessibility Advisory Committee

Throughout 2015, members of the Milton Accessibility Advisory Committee (MAAC) worked on a variety of initiatives and obtained the following achievements.

- The 2015/2016 Accessibility Plan, including the legislated status report on the Town’s multi-year accessibility plan, was presented to Town Council in December.
- Approximately 20 site plans were reviewed by the site plan review subcommittee, and comments were sent to the appropriate staff in the Planning & Development department.
- The site plan review subcommittee reviewed the Master Plan drawings for the Milton District Hospital Expansion project, and comments were sent to the appropriate staff in the Planning & Development department.
- At the June committee meeting, members received a presentation from Quadrangle Architects Limited, the accessibility consultants on the Milton District Hospital Expansion, and provided feedback on the proposed accessibility design elements planned for the project.
- At the September committee meeting, members received a presentation from The Herrington Group and DesignABLE Environments on the Town’s accessibility audit tool and its facility accessibility design standards.
- At the November committee meeting, members participated in the annual public information session, related to the 2016 Milton Transit Accessibility Plan, and provided the Coordinator, Transit with feedback on the Plan.
- In celebration of National Access Awareness Week, the committee brought “Endless Possibilities” into the Holcim Gallery at the Milton Centre for the Arts. This photography exhibition showcased the lives and accomplishments of people with intellectual disabilities living in our community.
- The committee continued to review and provide feedback on the accessibility of the Town’s website.

3.2 Corporate Achievements

Through their mandate of breaking down barriers and increasing corporate accessibility, staff, including the members of the Corporate Accessibility Committee and Integrated Accessibility Standards Subcommittee, obtained the following achievements.

- Between April and November, approximately 46 staff, responsible for authoring documents that are published on the Town’s website, received training on how to create accessible digital documents in Word, Excel, and PowerPoint.
The 2015/2016 Municipal Accessibility Plan was presented to Council in December.
The 2016 Milton Transit Accessibility Plan was presented to Council in December.
Through the Town’s Request for Proposals process, the Herrington Group was hired to conduct an accessibility audit of 37 Town facilities. The results of which provided guidance to staff on future facility accessibility upgrades.
Through the Town’s Request for Proposals process, DesignABLE Environments were hired to develop the Milton Facility Accessibility Design Standards. These standards incorporate the accessibility requirements set out under the Ontario Building Code and the AODA Design of Public Spaces Standards.
Through the Town’s Tender process, Eliquo Training and Development were hired to convert all of the Town’s current online forms into accessible fillable forms. By converting approximately 91 forms, from all six departments, this project increased the overall accessibility of the content offered on the Town’s website.
The Coordinator, Accessibility submitted a federal government grant application to the Enabling Accessibility Fund Program. This effort resulted in the Town being awarded $50,000 towards the installation of accessible play equipment at Kinsmen Park.
Town Council approved the amended Accessible Parking By-law. This by-law reflects the legislated accessibility requirements for off-street parking under the AODA Design of Public Spaces Standards.
In March, Town Council appointed six new members, and one returning member, to the Milton Accessibility Advisory Committee (MAAC) for the 2014-2018 term.
During the Toronto 2015 Parapan Am Games, the Town hosted the track and road cycling events.
At the Velodrome, spectators witnessed 50 athletes with disabilities, from 10 countries, compete in seven track events. On the road, spectators witnessed 65 athletes with disabilities, from 14 countries, compete in four events.
The Coordinator, Accessibility successfully fulfilled 27 resident requests for American Sign Language interpreters for various Town meetings, events, and programs.
New staff, throughout the Corporation, continued to be trained on the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.
A successful support system continued to be provided for MAAC committee members to attend meetings.
The Coordinator, Accessibility continued to receive and address questions and feedback from the public related to accessibility matters.
Section 4: Future Goals

4.1 Milton Accessibility Advisory Committee

- 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 sector, by continuing to work with the Chamber of Commerce and the Downtown Business Improvement Area, 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 attending forums and joint committee meetings, as needed, to further develop the skills and knowledge of committee members.
- Continue to review site plans for publicly and privately owned construction projects in Milton, and provide feedback on accessibility issues to the appropriate staff in the Planning & Development department.
- Provide input on the annual accessibility capital budget program.
- Continue to work with Milton Transit by providing feedback on policy and service amendments related to Milton access+
- Continue to attend, and participate in, Town public information sessions related to accessibility.
- To provide consultation on any newly constructed, or significantly renovated, recreational trails and outdoor play spaces.
- Continue to work with the Coordinator, Accessibility to provide insight and feedback on corporate accessibility projects and initiatives.

Section 5: Departmental Projects

This section provides a status update on the projects and initiatives, undertaken by each department, to remove and prevent barriers facing residents and visitors with disabilities. Furthermore, it identifies future projects designed to enhance and promote accessibility and inclusion throughout the Town’s goods, services, programs, products, and facilities.

5.1 Community Services Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Facility</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Upgrades:</td>
<td>Mattamy National</td>
<td>Completed</td>
<td>Construction was completed in January 2015 with minor deficiency work being completed. The facility has successfully hosted a number of events, most notably the TORONTO 2015 Pan/Parapan</td>
</tr>
<tr>
<td>Execute the approved capital budget program for 2015 for all facilities and parks, including</td>
<td>Cycling Centre</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>
### Town of Milton 2015/2016 Accessibility Plan

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>Milton Community Park Phase 3</th>
<th>Am Games.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>In Progress</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Not Started</td>
<td>Construction of Community Park Phase 3 was completed in the fall of 2014 and is currently open for public use.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Parks Construction</th>
<th>Completed</th>
<th>In Progress</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>As new parks are constructed and existing parks are redeveloped, parks staff will continue to ensure that all areas meet accessibility requirements under the Design of Public Spaces Standards.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Update standard operating procedures for persons with disabilities to access and participate in recreation programs</th>
<th>Completed</th>
<th>In Progress</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>This Standard Operating Procedure is currently in development, based on updated daily operating procedures from 2015, this should be completed by spring 2016.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility feedback process for facility upgrades</th>
<th>Completed</th>
<th>In Progress</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>A formal process for receiving and addressing feedback related to accessibility within Town facilities has been developed. This process is currently being reviewed and is expected to be finalized by the end of 2015.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Para-Cycling Program Development</th>
<th>Completed</th>
<th>In Progress</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Town was successful in securing a grant for the para track cycling program for athletes who are blind or living with low vision. Starting in the spring of 2016, a number of “try it” days will take place to introduce individuals to the sport. Those who are interested to continue developing their skills will be offered a free 10-week instructional program led by coaches who are being trained through grant programs. In order to run the program, a significant amount of para-cycling equipment has been purchased through funds acquired from the grant.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Upgrades: Execute the approved capital budget program for 2016 for all facilities and parks, including accessibility.</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>Design work is tentatively scheduled to begin in 2016, with the construction schedule to follow.</td>
</tr>
<tr>
<td>Accessibility Audit – Complete review and audit of Town facilities to confirm compliance with the accessibility requirements in the Ontario Building Code and the Design of Public Spaces Standards.</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>This audit is scheduled for completion in the fall of 2015 with a final report expected by the end of 2015.</td>
</tr>
</tbody>
</table>

### 5.2 Corporate Services Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Occupant Emergency plans to include considerations for people with disabilities</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>Fire Safety Plans are being developed for new facilities. These plans will include provisions for people with disabilities.</td>
</tr>
<tr>
<td>GIS support for transit data development on Google Maps</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>Through the Triplinx website, accessibility information for Milton Transit is available.</td>
</tr>
</tbody>
</table>

### Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of a default accessible style set for document creation using Microsoft Word 2010.</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>A default accessible style set template has been developed for Microsoft Word 2010. As part of a corporate-wide upgrade to Microsoft Office 2010, Information Technology staff has begun installing the template. The template will continue to be installed on staff computers during the next upgrade, scheduled for 2016.</td>
</tr>
</tbody>
</table>

### 5.3 Engineering Services Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation of accessible pedestrian signals and tactile warning surface indicators.</td>
<td>□ Completed □ In Progress □ Not Started</td>
<td>Accessible pedestrian signals have been installed at Louis St. Laurent and Farmstead Dr., Louis St. Laurent and Savoline Blvd, and Louis St. Laurent and Leger Way. Accessible pedestrian signals will be...</td>
</tr>
</tbody>
</table>
Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation of accessible pedestrian signals and tactile warning surface indicators.</td>
<td>Completed □</td>
<td>Accessible pedestrian signals and tactile warning surface indicators will be installed at McLaughlin Ave. and Bronte St. in 2016.</td>
</tr>
</tbody>
</table>

5.4 Executive Services Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish a Tender related to converting all existing online Town forms into accessible fillable forms.</td>
<td>Completed □</td>
<td>The Tender was published in February, and Eliquo Training and Development were hired to convert the Town’s online forms. Accessible fillable forms have been developed for each department, with the exception of Community Services. This project is expected to be completed by the end of 2015.</td>
</tr>
<tr>
<td>Development and implementation of a formal process for receiving and addressing feedback related to accessibility issues within Town facilities.</td>
<td>Completed □</td>
<td>This is a joint venture between the Town Clerk’s Division and Facility Services. For more information, refer to section 5.1 above.</td>
</tr>
<tr>
<td>Publish a Request for Proposals, related to an accessibility audit of Town facilities and the development of Milton Facility Accessibility Design Standards.</td>
<td>Completed □</td>
<td>In June, The Herrington Group and DesignABLE Environments were hired to conduct an accessibility audit of 37 Town facilities, and develop the new Milton Facility Accessibility Design Standards. The audit has been completed. However, work on the design standards will continue into early 2016.</td>
</tr>
</tbody>
</table>

Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revise the Town’s Accessible Customer Service policy.</td>
<td>Completed □</td>
<td>Pending the provincial enactment of the revised Accessibility Standards for Customer Service, incorporate new legislated requirements into the existing policy, and</td>
</tr>
</tbody>
</table>
Train staff on the revised Accessible Customer Service policy and associated procedures. | Completed | In Progress | Not Started | Develop a revised corporate training brochure, and update the online training modules to reflect the new legislated requirements under the Accessibility Standards for Customer Service.

5.5 Fire Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Station #1 Redevelopment</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
<tr>
<td>Creating new documents in accessible formats.</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
<tr>
<td>The incorporation of accessibility features or components into existing programs or services</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
<tr>
<td>Research opportunities to build on Emergency Response for vulnerable persons in Milton</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
<tr>
<td>Next Generation Bell T911 system upgrades (the general intent is to allow any incoming emergency 911 calls being received from people who are Deaf, hard-of-hearing, or have a speech impairment to be received via text messaging)</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
<tr>
<td>Additional accessibility training for staff</td>
<td>Completed</td>
<td>In Progress</td>
</tr>
</tbody>
</table>
express an interest in completing it. This will be completed on an ongoing basis as required.

### Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
</table>
| Fire Station #1 Redevelopment                             | □ Completed  
☐ In Progress  
☒ Not Started | Evaluation of the redesign or redevelopment of Station #1 will include potential accessibility projects to be undertaken by the design team. |
| Accessibility of fire safety for Milton’s vulnerable occupants. | □ Completed  
☐ In Progress  
☒ Not Started | Investigate opportunities to provide fire and life safety initiatives to vulnerable occupants (i.e. smoke alarm alert devices) |

### 5.6 Planning and Development Department

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
</table>
| Creating new documents in accessible formats              | □ Completed  
☒ In Progress  
☐ Not Started | To be completed as documents are created over the course of 2015. Waiting to review the newly updated forms. |
| Converting existing documents into accessible formats      | ☒ Completed  
☐ In Progress  
☐ Not Started | As information that has already been developed is made available to the public, either in hard copy or electronic, it shall be converted into an accessible format upon request. |
| Additional accessibility training for staff                | ☒ Completed  
☐ In Progress  
☐ Not Started | Accessibility training has been provided to staff who require it to perform their duties and to those that expressed an interest in completing it. |
| The incorporation of accessibility features or components into existing programs or services | □ Completed  
☒ In Progress  
☐ Not Started | As site plans are reviewed, staff will continue to ensure that all new accessibility requirements, under the Ontario Building Code and Design of Public Spaces Standards have been incorporated. |

### Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Plans for Completion</th>
</tr>
</thead>
</table>
| All new and future Planning staff hired with the Corporation will complete the mandatory | □ Completed  
☒ In Progress  
☐ Not Started | Accessibility training will be provided to all new Planning staff during their orientation, |
accessibility training. and to those staff who require it to perform their duties.

Creating all new documents and applications in accessible formats.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Comply By</th>
<th>Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Engagement (section 4.2)</td>
<td>Establish, review and update accessibility plans in consultation with persons with disabilities, and, if established, the members of the Accessibility Advisory Committee.</td>
<td>Jan. 1, 2014</td>
<td>This requirement was completed by the January 1, 2014 deadline. On an ongoing basis, the Town continues to seek consultation on its annual accessibility plan from the Milton Accessibility Advisory Committee. Between October 16-November 6, members of the Milton Accessibility Advisory Committee reviewed, and provided feedback on, the 2015 Municipal Accessibility Plan.</td>
</tr>
<tr>
<td>Training (section 7)</td>
<td>Ensure that training is provided on the requirements of the accessibility standards</td>
<td>Jan. 1, 2014</td>
<td>All existing employees and volunteers were trained by January 1, 2014.</td>
</tr>
</tbody>
</table>
referring 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 behalf of the Town.

1, 2014. On an ongoing basis, new employees and volunteers receive training on the IASR, the Ontario Human Rights Code, and the Accessibility Standards for Customer Service during their orientation. Between April-November, staff received additional training on creating accessible digital documents using Microsoft Office applications.

6.1.2 Information and Communication Standards

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Comply By</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback (section 11)</td>
<td>With 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.</td>
<td>Jan. 1 2015</td>
<td>The Town's corporate feedback form has been updated, converted into an accessible fillable form, and posted to the external website. Staff in Executive and Community Services is currently working on a process for receiving and addressing feedback related to accessibility within Town facilities. This process is expected to be finalized by the end of 2015.</td>
</tr>
<tr>
<td>Accessible Websites and Web Content (section 14)</td>
<td>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 A 1, 2014 for WCAG level A</td>
<td>Jan. 1 2014</td>
<td>The Town's website currently meets WCAG level A requirements. To ensure the infrastructure and content of new Town websites comply with</td>
</tr>
</tbody>
</table>
6.1.3 Employment Standards

All of the Town’s compliance obligations, under the Employment Requirements, were met in 2014. There were no additional legislated requirements under this category for 2015.

6.1.4 Transportation Standards

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Comply By</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility application process (section 64)</td>
<td>If a person has completed an application for eligibility for specialized transportation services and the person’s eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made</td>
<td>Jan. 1 2014</td>
<td>A policy/procedure, related to applicant eligibility, was established in the Fall of 2013 through a joint venture between the Town of Milton and the City of Burlington and the Town of Oakville. All municipalities continue to share in a common eligibility application and process. An independent appeal committee has also been established to render a final decision on appeals received from residents whose initial application for specialized transit has been denied. The appeal committee is comprised of Accessibility Coordinator representatives from each participating</td>
</tr>
</tbody>
</table>
For further information on Milton Transit’s ongoing strategy for meeting its compliance requirements under the Transportation Standards, please refer to the 2016 Milton Transit Accessibility Plan. The Plan can be found at www.miltontransit.ca.

### 6.2 Accessible Digital Documents

Throughout 2015, staff, from all six departments, who are responsible for authoring digital documents that are published on the Town’s website, continued to be trained on best practice techniques for creating accessible documents in Microsoft Word, Excel, PowerPoint, and Adobe Acrobat and In-Design. To assist staff with creating accessible Word documents, a template, featuring appropriate styles and heading hierarchies, was developed and installed as part of the Town’s upgrade to Microsoft 2010 applications.

As additional staff resources, a series of short how-to videos, focusing on creating accessible digital documents, and a “Frequently Asked Questions” sheet were published on the accessibility page of the Town’s internal Intranet.

| **Bookings (section 71)** | Every specialized transportation service provider shall, where the specialized transportation service requires 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 2015 | A centralized process for same-day and advanced bookings was approved by Town Council in November 2013, and was implemented in March 2014. |
Section 7: Conclusion

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

Considering the purpose of the AODA is to develop, implement and enforce accessibility standards, with respect to goods, services, information and communication, facilities, accessibility accommodations, employment, buildings, structures and premises, the Town is committed to continuing its 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
Appendices

Appendix A: Definitions and Acronyms

**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 used 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 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.

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.

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
MAAC: Milton Accessibility Advisory Committee
ODA: Ontarians with Disabilities Act
WCAG: Web Content Accessibility Guidelines
Appendix B: 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;
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.
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)
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.
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 Town 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;
- 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.
2016 transit accessibility plan

This document is available in alternate formats upon request.

905-864-4141  transit@milton.ca  miltontransit.ca
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Section 1 – Executive Summary

Mobility needs for the Town of Milton continue to evolve in parallel with population and employment growth. Milton remains as one of Canada’s fastest growing municipalities, and thus Milton Transit plays a key role in providing a viable transportation option to residents and visitors. Additionally, a steady increase in ridership over the past several years has continued to yield a demand for additional service and improved accessibility. Driven by customer need and expectation, corporate direction and Provincial legislative requirements, an accessibility presence remains a priority in the delivery of public transit services in Milton.

To build Milton Transit as a viable transportation option, all customers must have access. The commitment to procure fully accessible transit fleet over the past eight (8) years is a significant step in this direction. However, overall system accessibility includes additional parameters beyond accessible transit buses, including but not limited to: increased service levels, facility access, improved pedestrian connections, bus stop surface pads – shelters – signage, wayfinding, access to transit information and effective operational programs and policies. For many, Milton Transit is the only means of travel to and from work, school, medical appointments, community events and social activities. As Milton Transit accessibility improves, everyone benefits, leading to improved connectivity and increased ridership.

The purpose of this accessibility plan is to identify barriers and establish strategies to address local accessibility issues and any regulatory requirements in 2016, including discussion and tentative timelines associated with regulatory and non-regulatory requirements to 2017. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, annual public consultation has been conducted to discuss and assess progress toward full system accessibility.

Milton Transit is dedicated to:

- Continuous development and improvement of accessible public transportation services and associated facilities
- The inclusion of persons with disabilities in the development and review of its annual accessibility plan, in conjunction with the Town’s annual accessibility plan
- The provision of quality accessible services to customers, employees and applicable contractors
- The optimization of municipal investment to encourage a shift in travel choice from door-to-door paratransit use to accessible conventional services
Section 2 – Milton Transit Services Profile

Milton Transit provides two (2) public transit services; namely conventional transit and specialized transit services. The respective profiles are as follows:

Conventional Service – 2015 Service Profile

Table 1: Summary of conventional Transit service, highlighting various criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of service</td>
<td>Fixed route, interlined – radial service at the Milton GO Station terminal. Contracted operation provided by Diversified Transportation (PWTransit Canada) with Town-owned fleet.</td>
</tr>
<tr>
<td>Service area</td>
<td>Urban area – Town of Milton</td>
</tr>
<tr>
<td>Hours of service</td>
<td>• Monday to Friday 5:40 a.m. to 8:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>• Saturday 7:10 a.m. to 8:10 p.m.</td>
</tr>
<tr>
<td>Annual passenger boardings (projected)</td>
<td>475,000</td>
</tr>
<tr>
<td>Annual revenue service hours (projected)</td>
<td>33,000</td>
</tr>
<tr>
<td>Number of routes</td>
<td>• 8 regular fixed routes</td>
</tr>
<tr>
<td></td>
<td>• 3 school special routes</td>
</tr>
<tr>
<td>Types of services</td>
<td>Conventional service, school specials, industrial specials, Trans-Cab, GO Connect Dynamic Transit (pilot)</td>
</tr>
<tr>
<td>Fleet composition</td>
<td>• 13 accessible conventional buses</td>
</tr>
<tr>
<td></td>
<td>• 5 accessible medium-duty buses</td>
</tr>
</tbody>
</table>
## Specialized Service – 2015 Service Profile

Table 2: Summary of specialized Transit services, highlighting various criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of service</td>
<td>Shared ride, door to door, pre-booked service Registrants are able to book trips up to seven (7) days in advance. Trips, with the exception of subscription trips, are awarded on a first come first serve basis. There is not a guarantee of trip availability. Contracted operation provided by Diversified Transportation (PWTransit Canada), subcontracting to Milton Taxi and PWTransit using small buses, sedans and accessible vans.</td>
</tr>
<tr>
<td>Service area</td>
<td>Urban area – Town of Milton</td>
</tr>
<tr>
<td>Hours of service</td>
<td>- Monday to Friday 5:40 a.m. to 8:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>- Saturday 7:10 a.m. to 8:10 p.m.</td>
</tr>
<tr>
<td>Active Registrants</td>
<td>441</td>
</tr>
<tr>
<td>Annual eligible passenger trips</td>
<td>7,400</td>
</tr>
<tr>
<td>(projected)</td>
<td>Fleet requirements are provided by contracted service providers, corresponding directly to demand and budget.</td>
</tr>
</tbody>
</table>
Section 3 – Prior Years Accessibility Initiatives

Milton Transit has proactively implemented many accessibility initiatives over the last several years with development and enhancement of subsequent policies and procedures. As a result, many of the requirements set out in the ISAR 191/11 have been implemented ahead of regulatory compliance dates. Milton Transit continues to update policies, procedures and services to improve accessibility and enhance the customer experience.

The following improvements have been completed to identify and remove accessibility barriers:

Conventional Transit

- Continued dedication and commitment toward the procurement of fully accessible buses. All conventional transit buses have been 100% accessible since 2009. These buses include accessibility features such as high contrast stanchions / hand rails, illuminated electronic destination signage, stop request buttons / pull cords, slip resistant flooring and the clear identification of legislated priority and courtesy seating areas.

- Installation of bus stops, shelters, landing pads and customer timetable information at a variety of bus stop locations across the service area

- Support accessibility improvements at the Milton GO Station

- Audible annunciation of next stop information by all contracted operators

- Removal of the fare requirement for an attendant / support person

- Availability of information on accessibility equipment on Milton Transit web page
Specialized Transit

- Rebrand of Milton Paratransit Services to Milton access+ services
- Development and implementation of centralized reservation process, same-day booking process, and establishment of no-show / cancellation policies
- Alignment of specialized transit service area with conventional services
- Implementation of updated eligibility procedures for the specialized transit application process
- Introduction of categories of eligibility as part of the eligibility process under the current eligibility criteria for specialized transit services
- Establishment of an independent appeal process for specialized transit eligibility disputes
- Introduction of specialized busing for the delivery of some paratransit services

Administration and Policy

- Development of a new Milton Transit website design with greater opportunities for increased customer service and transit information provision
- Introduction of Milton Transit social media, including Twitter and Facebook
- Introduction and implementation of new Metrolinx Trip Planner, connecting all transit system trip information across the Greater Toronto and Hamilton Area (GTHA)
- Establishment of accessibility policies (corporate)
- Implementation of emergency preparedness, response and evacuation procedures for operators of conventional and specialized transit service
- Implementation of fare and service parity in parallel with accessible conventional services effective January 2012
- Development of criteria, policies and procedures for service use by visitors and registrants from other municipalities for specialized transit services
- Development of associated policies and procedures for the communication of service delays and travel with companions and children on specialized transit services
Section 4 – 2016 Accessibility Work Plan

Milton Transit will ensure that it complies with all regulations in IASR 191/11 by the stated compliance dates. The following provides a summary of the actions planned in 2016 that will make Milton Transit more accessible (subject to budget approval):

- Continued infrastructure improvements at bus stops and other related transit infrastructure
- Upon completion of bus stop upgrades, designation of two (2) additional conventional routes as fully accessible
- Reviewing of bus stop sign design, wayfinding and implementation of fixture standardization, where possible
- Continued integration of Milton Transit bus stop infrastructure with Town and Regional roadway improvement programs
- Continued implementation of static customer timetable information at all bus stop locations, including trip departure and fare information
- Commencement of service integration of specialized and conventional transit services
- Procurement of automated next stop announcements, pre-boarding announcements and other related real time customer informational infrastructure

IASR 191/11 Transportation Compliance Initiatives (effective January 1, 2016)

There are no transportation compliance initiatives in 2016. For further details related to corporate IASR 191/11 compliance initiatives and subsequent workplan, please refer to the 2012 – 2017 Town of Milton Accessibility Plan.

It is important to note that the availability of resources is a major factor when assessing the pace of progress in reducing or eliminating accessibility barriers. Resource constraints will mean that not all barriers can be addressed at once. As a result, prioritization of initiatives is required. While it is important to focus on barriers to be removed, it is equally important to recognize the vast steps taken in a relatively short period of time.
Section 5 – Methodology for Plan Review and Update

The 2016 Milton Transit Accessibility Plan is guided by the 2012 – 2017 Town of Milton Accessibility Plan, consistent with requirements established under the IASR 191/11. The annual plan will provide an update on accessibility initiatives that reflect IASR 191/11 compliance as well as forecasting initiatives that support the continuous removal of accessibility barriers. Progress will be reported annually and will be used to measure progress and develop subsequent annual workplans.

There are two (2) key inputs to the annual accessibility plan, including:

- Legislative and regulatory requirements and associated compliance timelines
- Customer feedback and annual public consultation

The 2016 Milton Transit Accessibility Plan feeds directly into corporate directives as well as annual operating and capital budget submissions.

Section 6 – Process for Managing, Evaluating and Taking Action on Customer Feedback

Feedback from customers can be generated by the customer or transferred internally via the service provider to Milton Transit staff. Generally, when Milton Transit initiates the gathering of feedback, it is related to a specific issue. The methods for evaluating and taking action with respect to each method are described below.

Receiving Feedback (Customer Generated)

Feedback from customers (positive, negative or indifferent) serves as key inputs to Milton Transit’s service delivery and annual service plans, including those elements dealing specifically with accessibility.

Customer feedback with respect to service operations is directed to customer service information centre representatives at the Milton Transit service provider facility. Planning and administration related comments are forwarded to Transit staff at the Town of Milton for review and response. All customer comments are recorded and responded to abiding by corporate correspondence response policies. Comments are received from customers and members of the public via telephone, in person, mail, email, as well as the Milton Transit web site and corporate social media accounts (Facebook and Twitter).
At the time the contact is received via telephone or in person, the customer is asked to indicate whether they would like to be contacted directly for response. In all cases, where a customer has indicated their desire for a response, and to the extent they have provided valid contact information, Milton Transit staff contacts the customer in the same manner comment was received.

In terms of compliments, all Milton Transit employees (contracted or internal) who are identified in compliments received from customers are acknowledged in the form of an open memo or letter from the Operation Supervisor for the quality customer service they have provided. Additionally, compliments are raised at operator meetings and retained in the personnel files.

Requests received are generally related to service delivery (actual service operations, new service requests, requests for amenities, etc.) and are forwarded to the appropriate area for review and response. In the event that a request can be acted upon outside of the service planning process, appropriate action is taken and the customer is advised accordingly. These comments, along with the Transit Master Plan, help shape budgetary requests.

Complaints are recorded and forwarded to the service provider operations manager for investigation and action as appropriate. Customers who request a response to a complaint are advised that an investigation has taken place and the matter was dealt with accordingly.

In terms of conventional transit service complaints, they are categorized and compared / contrasted with prior months / years. This summation allows Milton Transit to determine trends and whether new programs, policies and services have had an impact on customer contacts.

**Gathering Feedback (Milton Transit Generated)**

Milton Transit utilizes a number of methodologies to gather feedback from customers including:

- Online surveys via Milton Transit web page – as required
- On-board surveys – as required
- Advisory Committees – monthly and as required
- Peer consultations – ongoing
- Transit Master Plan development and process – every five (5) years
All data collected from this input mechanism assist in making decisions with respect to the topic being reviewed and assessed.

**Section 7 – Process for Estimating Demand for Specialized Transportation Services**

The process established by Milton Transit to identify service demand requirements includes an assessment of significant factors and influences which can be variable over time. These factors include:

- Historic ridership trends and growth analysis on both conventional and specialized transit services

- Eligibility criteria for specialized services, noting given requirements under IASR 191/11 involving transition to categories of eligibility for 2017;

- The level of accessibility of the conventional transit service offered, including accessible buses and stops and amenities as well as areas of the Town the service covers; this also includes the extent to which the service provider has implemented programs to encourage specialized transit customers to utilize accessible conventional service when possible as well as the level of service integration that exists between the conventional and specialized services

- The location of key origins and destinations within the Town and their proximity to one another, including older adult homes, medical facilities, rehabilitation facilities, medical offices, Milton District Hospital and major retail areas, all of which tend to be primary origins and destinations for specialized transit customers

- Local demographics including, but not limited to factors of age, disability, income, etc.

- Anticipated changes to local policies and procedures

Detailed analysis is completed as part of the annual budget process based on the influence of these factors throughout the year. It is important to note that at any point in time, the impact level of these factors vary, and as such, determining demand for specialized services is an ongoing exercise.
Section 8 – Steps to Reduce Wait Times for Specialized Transportation Services

Similar to conventional transit customers, specialized transit customers identify on time performance as a high priority in service delivery. As such, Milton Transit has a dedicated service contractor that provides on demand taxi services, which include same day service.

However, given that the service is classified as a “shared-ride” service, there are a number of external factors that could influence performance against this target. These factors include, but are not limited to the following:

- Traffic conditions, which can be significantly influenced by weather conditions, road construction, delays caused by train crossings, etc.
- Designated drop-off location issues (i.e. automobiles parked in designated drop-off locations) which result in delays in dropping customers currently on-board
- Customers not ready for their pick-up
- Customers who do not take their scheduled trip and do not cancel in advance triggers the service provider to wait an additional five (5) minute past a scheduled reservation (policy driven), which may impact future consecutive trips

A contracted centralized reservationist approved and implemented in 2014 has provided further control and monitoring of scheduled trips, with emphasis in addressing trip no shows and other procedural obligations to minimize customer wait time impact. Additionally, the implementation scheduling / dispatching software has provided additional information to assist in improving scheduling and subsequent operations, with the ability to measure system performance. Continued program enhancement through the use of Town-owned dedicated paratransit vehicles is being investigated as part of the 2016 Operating Budget request.

Section 9 – Procedures to Address Equipment Failures

Conventional Transit Services

Conventional transit fleet requirements are determined based on the number of buses required during peak operating periods, including buses that are subject to required inspections and maintenance – referred to as spare fleet ratio. This ratio can vary
significantly given factors of age and make / model of the fleet noting that while older buses may require higher levels of maintenance to keep them operating efficiently, newer buses tend to have more electronic features that could fail.

There are a number of actions taken to mitigate in-service breakdowns, including the following:

- Daily bus defect reports are submitted to maintenance staff by the operator at the end of service day for follow-up prior to bus redeployment.

- Every evening when buses are serviced (refueled, farebox emptied, etc.), employees also check that bus features appear to be in working order. In the event that an issue is discovered / identified, the bus is either repaired immediately, or removed from service the following day until it can be repaired.

- Each day, prior to a bus pull out from the garage, operators complete a pre trip inspection and circle check, ensuring that the bus is functioning properly. This check includes the various accessibility features on the bus (i.e. ramp, kneeling feature, mobility device securement equipment, etc.). If any features are found to be not functioning, operators will attempt to have it repaired prior to going into service. If the bus cannot be repaired in time, or an alternative equipment solution cannot be employed, a replacement bus is assigned.

While these actions mitigate in-service breakdowns, they do not eliminate them. When a bus defect disables the bus while in service, the following procedures are instituted:

- The bus operator contacts dispatch and relays the defect information.

- Dispatch determines the extent of the defect and identifies a change-off location and estimated time.

- In consultation with maintenance staff, dispatch arranges for a replacement bus to be dispatched.

It should be noted that these procedures may be impacted by severe weather events or other vehicle issues that could result in the inability to replace all buses that experience difficulties in service (i.e. severe weather conditions impacting the functionality of the bus ramp or kneeling features).

**Specialized Transit Services**

In accordance with municipal By-Law 94-2004 as amended, as well as the established demand responsive contract with the current specialized transit service provider, any accessible vehicle that incurs breakdown must be repaired as soon as practicable.
Additionally, the service provider is required to request an accessible vehicle from another broker to accommodate the trip.