



2018 – 2023 Multi-Year Accessibility Plan

This document is available in an accessible format or with communication supports, upon request.

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2018-2023 Multi-Year Accessibility Plan

Ontario Regulation 191/11- Integrated Accessibility Standards (IASR) to the *Accessibility for Ontarians with Disabilities Act* (AODA) requires that municipalities with 50 or more employees create a written multi-year accessibility plan and update it at least once every five years. The purpose of the multi-year plan is to outline the steps a municipality will take to prevent and remove barriers to accessibility. The Town of Milton's multi-year accessibility plan for 2018-2023 will be implemented within the provisions of the AODA and the IASR.

The multi-year accessibility plan and annual status reports on the progress of measures taken to implement the plan will be posted on the Town of Milton's website (milton.ca) and will be made available in an accessible format or with communications supports, upon request.

Legislation

[Ontarians with Disabilities Act](#)

The *Ontarians with Disabilities Act* (ODA) was established in 2001 to improve opportunities for persons with disabilities. Effective December 1, 2015, twelve sections of the ODA were repealed as they were duplicated by the AODA or the IASR. This change has reduced the administrative burden on municipalities.

[Accessibility for Ontarians with Disabilities Act](#)

In 2005, the Ontario Government passed the AODA to benefit all Ontarians by developing, implementing and enforcing accessibility standards. These standards work to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

[Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation](#)

The IASR was enacted in July 2011 and establishes accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service. The requirements apply to the public, private and not for profit sectors and have compliance dates ranging from 2011 to 2021.

More information on the AODA and the IASR can be found on milton.ca.

Legislative Review of the Accessibility Standards

Each standard in the IASR is required to be reviewed five years after it becomes law to determine whether it works as intended or requires amendments. The Province is currently reviewing the

transportation, information and communications and the employment standards. If there are changes made to these standards, Town staff will align policies, procedures, documents and training materials with the amended standards.

Town of Milton's Accessibility Advisory Committee (MAAC)

The AODA requires that municipalities with a population of over 10,000 people must establish an accessibility advisory committee to advise Town Council on the preparation of accessibility plans and the achievement of actions within the plan.

The three main activities of an accessibility advisory committee are to:

4. advise Town Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and other matters on which Council might seek its advice;
5. review site plans and drawings described in Section 41 of the *Planning Act*; and
6. perform all other functions that are specified in the Regulations.

MAAC, established in 2002, is a volunteer citizen advisory committee. It is comprised of between 5 and 7 members, the majority of which must be persons with disabilities, and one Town Council representative. Members are appointed by Council for their knowledge, experience and dedication to eliminating barriers and promoting universal accessibility.

MAAC's mandate is to advise Council and staff on the promotion and facilitation of a barrier-free town for citizens of all abilities, including persons with disabilities.

For the term of the 2018-2023 multi-year accessibility plan, MAAC will continue to:

- advise Town Council on the requirements and implementation of accessibility standards and the preparation of accessibility reports;
- review site plans and drawings for publicly and privately owned construction projects in Milton, including Town of Milton capital projects, and provide feedback on accessibility issues to staff in Planning & Development Services;
- provide advice on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises that the Town:
 - purchases, constructs or significantly renovates;
 - leases; and
 - that a person provides as municipal capital facilities under an agreement entered into with Council in accordance with section 110 of the *Municipal Act, 2001*
- provide feedback on policy and service amendments to Milton access+; and
- continue to work with Town staff to provide feedback on corporate accessibility projects and initiatives.

IASR Requirements

As previously mentioned, the IASR sets out accessibility requirements in the areas of information and communications, employment, transportation, the design of public spaces and customer service, with staggered compliance dates to 2021.

The following outlines the IASR's requirements, timing for compliance and actions the Town of Milton has taken and will take to 2021:

Part I – General

Part 1 applies to all standards contained in the IASR.

Accessibility Policies

Compliance Date - January 1, 2013

IASR Requirements:

- develop policies, including a statement of organizational commitment, on how to meet the IASR requirements
- make policies publically available
- provide policies in an accessible format, upon request

The Town of Milton has met and will continue to meet the above-noted requirements. The Town has developed a policy that addresses the IASR's requirements, including a statement of organizational commitment. The policy is available on milton.ca and will be reviewed as necessary to ensure that it continues to meet the IASR's requirements.

The Town has procedures in place that provide a transparent process for persons with disabilities to participate in recreation programs.

Policies are available on milton.ca and will be made available in alternate formats or with communication supports, upon request.

Accessibility Plans

Compliance Date - January 1, 2013

IASR Requirements:

- develop a multi-year accessibility plan that outlines what will be done to implement the IASR requirements
- post the multi-year plan on milton.ca and provide the plan in an accessible format, upon request
- review the plan every five years in consultation with persons with disabilities and MAAC
- prepare an annual status report on the progress of measures taken to implement the strategy in the multi-year accessibility plan and post the status report on milton.ca

The 2018-2023 multi-year plan and any amendments to the plan will be established in consultation with persons with disabilities and MAAC, as required by the IASR. The multi-year plan and annual status reports will be approved by Town Council and posted on milton.ca. All plans and status reports will be made available in alternate formats or with communication supports, upon request.

Procurement

Compliance Date - January 1, 2013

IASR Requirements:

- incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so

Accessibility criteria has been and will continue to be incorporated into the general terms and conditions accompanying all requests for proposal, bids and tenders released by the Town. Information on the IASR for those submitting procurement documents is available on milton.ca and successful bidders must certify that they have read and understood the information.

Self-Service Kiosks

Compliance Date - January 1, 2013

IASR Requirements:

- incorporate accessibility features when designing, procuring or acquiring self-service kiosks

The Town currently offers informational kiosks in Town Hall and will ensure that any future kiosks comply with the requirements of the IASR.

Training

Compliance Date - January 1, 2014

IASR Requirements:

- ensure that training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of the organization

The Town of Milton has met the above-noted requirement. Training materials regarding the IASR and Human Rights Code are posted on the Town's intranet site and existing staff have completed the training. New staff, volunteers, etc. will be trained, as required. Training materials will be reviewed for on-going compliance with the IASR, as required.

Part II - Information and Communications Standards

The Information and Communications Standards require that the Town create, provide and receive information and communications in ways that are accessible to persons with disabilities.

Feedback

Compliance Date - January 1, 2014

IASR Requirements:

- ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request
- notify the public about the availability of accessible formats and communication supports

The Town has implemented a corporate procedure on receiving and addressing feedback and staff has been trained on how to effectively address all feedback received from persons with disabilities. Multi-channel options are available for providing and responding to feedback. The feedback process will be reviewed for compliance with the IASR, as required.

Milton.ca contains information on accessible formats and communication supports. This information will be reviewed, as required, to ensure on-going compliance with the IASR.

Accessible Formats and Communication Supports

Compliance Date - January 1, 2015

IASR Requirements:

- upon request, provide for the provision of accessible formats and communication supports for persons with disabilities
- notify the public about the availability of accessible formats and communication supports

Staff will continue to include a statement related to the provision of accessible formats on on-line and printed documents, and milton.ca will maintain a statement regarding the availability of accessible formats and communications supports. American Sign Language interpreters will continue to be made available to persons accessing Town services, programs and facilities, upon request. Document conversion services are available to staff and will continue to be made

available to staff. On-line documents created by staff will continue to be accessible and assistive hearing devices will continue to be available to councillors and members of the public attending meetings in the Council Chambers. Procedures and processes regarding the provision of accessible formats and communication supports for persons with disabilities will be reviewed for on-going compliance with the IASR, as required.

In July 2017, the Town launched myMilton, an accessible app which gives residents instant access to local information and services. The app features a click and fix photo tool to report and submit service requests, includes up-to-the-minute news and events, drop-in recreation schedules and a transit trip planner.

Emergency Procedures

Compliance Date - January 1, 2012

IASR Requirements:

- provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports, upon request

The Town's emergency response plan, available on milton.ca, includes a statement regarding the availability of the plan in an accessible format, upon request. This statement will be included on all updates to the emergency response plan. Fire Prevention staff have completed a registry of vulnerable occupancies as defined by the Office of the Fire Marshal and Emergency Management and continue to review requirements to assist vulnerable persons with emergency response evacuation practices. Emergency preparedness, response and evacuation procedures for operators of conventional and specialized transit services have been implemented.

Websites and Web Content

Compliance Date - January 1, 2014

IASR Requirements:

- ensure that new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)* 2.0 at Level A (to web content published on a website after January 1, 2012)

WCAG 2.0 Level A requirements have been met. Staff will continue to regularly evaluate compliance of milton.ca through the use of an accessibility quality tool.

Compliance Date - January 1, 2021

IASR Requirements:

- ensure that websites and web content conform WCAG 2.0 Level AA

Staff will ensure that all Town of Milton websites incorporate WCAG 2.0 Level AA requirements on or before January 1, 2021.

* Web Consortium Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities.

Public Libraries

Compliance Date - January 1, 2013

IASR Requirements:

- library boards shall provide access to or arrange for the provision of access to accessible materials where they exist
- 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

Many of the resources available at the Milton Public Library are accessible. The Library currently offers information on accessible formats and materials through the accessibility page of their website. The Library will continue to comply with the IASR's requirements.

Part III – Employment Standards

The Employment Standards require that the Town provide for accessibility across all stages of the employment life cycle.

Recruitment

Compliance Date - January 1, 2014

IASR Requirements:

- notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process
- notify job applicants when selected to participate in an assessment or selection process that accommodations are available

The Town's current recruitment process includes the following:

- a statement regarding the provision of accessibility accommodations on job postings and the "Career Opportunities" page of milton.ca
- candidates are informed of the availability of accessibility accommodations, upon request, when scheduling interviews

This process will be reviewed for on-going compliance with the IASR, as required.

Notice to Successful Candidates

Compliance Date - January 1, 2014

IASR Requirements:

- when making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities

When making an offer of employment, Human Resources informs the candidate of relevant policies, including individualized accommodation plans. This process will be reviewed for on-going compliance with the IASR, as required.

Informing Employees of Supports

Compliance Date - January 1, 2014

IASR Requirements:

- inform employees of policies to support employees with disabilities
- provide the information to new employees as soon as practicable after they begin their employment
- provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability

Policies are available to all employees on the Town's intranet site. Human Resources provides new employees with information regarding policies to support employees with disabilities during the orientation process. Existing employees are advised of changes to policies through a variety of methods, including the Town's intranet site and e-mail. These processes will be reviewed for on-going compliance with the IASR, as required.

Accessible Formats and Communication Supports for Employees

Compliance Date - January 1, 2014

IASR Requirements:

- when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and information generally available to employees in the workplace

Human Resources provides accessible formats and communication supports to employees, upon request and upon consultation with the employee. Staff will continue to be informed of this process on an on-going basis.

Workplace Emergency Response Information

Compliance Date - January 1, 2012

IASR Requirements:

- provide individualized workplace emergency response information to employees who have a disability, as required

A form is available on the Town's intranet site for employees to request the development of individualized emergency plans. This form will be updated, as required, to ensure on-going compliance with the IASR.

Documented Individual Accommodation Plans

Compliance Date - January 1, 2014

IASR Requirements:

- develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities

A policy regarding individual accommodation plans for employees with disabilities has been implemented and circulated to staff. The policy will be reviewed for on-going compliance with the IASR, as required.

Return to Work Process

Compliance Date - January 1, 2014

IASR Requirements:

- develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work

The Town has a return-to-work policy in place which has been circulated to staff. The policy will be reviewed for on-going compliance with the IASR, as required.

Performance Management, Career Development and Advancement

Compliance Date - January 1, 2014

IASR Requirements:

- take into account the accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, and when providing career development and advancement opportunities to its employees with disabilities

The Town has met the above-noted requirement. The Town's performance management form for staff is accessible and can be converted into a format according to the employee's individualized accommodation plan. Training calendars and materials are provided in an accessible format.

Redeployment

Compliance Date - January 1, 2014

IASR Requirements:

- take into account the accessibility needs of employees with disabilities and individual accommodation plans as part of the redeployment process for employees with disabilities

The Town's redeployment policy meets the above-noted requirement. It will be reviewed for on-going compliance with the IASR, as required.

Part IV – Transportation Standards

The requirements in the Transportation Standards will help the Town make its services and vehicles accessible to people with disabilities.

Availability of Information on Accessibility Equipment, etc.

Compliance Date - January 1, 2012

IASR Requirements:

- make available to the public current information on accessibility equipment and features of their vehicles, routes and services
- provide the information in an accessible format, upon request

Information on accessibility features and equipment is available on Milton Transit's website (miltontransit.ca). This information is available in accessible formats, upon request. The information will be reviewed, as required, for on-going compliance with the IASR.

Non-functioning Accessibility Equipment

Compliance Date – July 1, 2011

IASR Requirements:

- if the accessibility equipment in a vehicle is not functioning and equivalent service cannot be provided, take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as practicable

The Town takes reasonable steps to accommodate persons with disabilities where accessibility equipment is not functioning. This requirement is established under the operational conditions of the Town's transportation contract. Further, Taxicab and Limousine Licensing By-law 94-2004, as amended, provides that if an accessible taxicab breaks down on route, the broker is required to request an accessible taxicab from another broker to complete the trip.

Accessibility Training

Compliance Date – January 1, 2014

IASR Requirements:

- conduct employee and volunteer training as prescribed, in addition to the training requirements contained in Part I of the IASR

These requirements are included in the Town's corporate training program. Training materials will be reviewed, as required, to ensure on-going compliance with the IASR.

Emergency Preparedness and Response Policies

Compliance Date – January 1, 2012

IASR Requirements:

- establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities
- make those policies available to the public and provide them in an accessible format, upon request

Milton Transit has developed emergency preparedness and response policies that provide for the safety of persons with disabilities, and provides them in an accessible format, upon request. These policies will be reviewed, as required, to ensure on-going compliance with the IASR.

Fares, Support Persons

Compliance Date – January 1, 2014

IASR Requirements:

- no fee shall be charged 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

Milton Transit provides that no fee shall be charged 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. This also applies to Milton access+ services.

Transition, Existing Contracts and Vehicles

Compliance Date – July 1, 2011

IASR Requirements:

- where the Town of Milton 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
- the Town is not required to retrofit vehicles that are within its fleet as of July 1, 2011 in order to ensure that the vehicles meet the accessibility requirements of sections 53-62

The Town has met these requirements. All conventional transit buses have been 100% accessible since 2009.

Accessibility Plans, Conventional Transportation Services

Compliance Date – January 1, 2013

IASR Requirements:

- in addition to the multi-year accessibility plan, prepare a transit accessibility plan that identifies the process for managing, evaluating and taking action on customer feedback
- hold at least one public meeting involving persons with disabilities to ensure that they have the opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan

Milton Transit's accessibility plan is prepared annually which includes conventional transit and specialized transit and sets out a process for managing, evaluating and taking action on customer feedback. The annual plan is presented to persons with disabilities for feedback.

Accessibility Plans, Specialized Transportation Services

Compliance Date – January 1, 2013

IASR Requirements:

- identify the process for estimating the demand for specialized transportation services
- develop steps to reduce wait times for specialized transportation services

The process for estimating service demand and steps to reduce wait times for specialized transportation services are included in Milton Transit's annual accessibility plan. These processes will be reviewed, as required, to ensure on-going compliance with the IASR.

Accessibility Plans, Conventional and Specialized Transportation Services

Compliance Date – January 1, 2013

IASR Requirements:

- both service providers shall, in their accessibility plans, describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles

This requirement is included in the Milton Transit annual accessibility plan. This procedure will be reviewed, as required, to ensure on-going compliance with the IASR.

Conventional Transportation Service Providers – General Responsibilities

Compliance Date – January 1, 2012

IASR Requirements:

- deploy lifting devices, ramps or portable bridge plates, upon request
- 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
- assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities
- allow a person with a disability to travel with medical aid
- make information available in an accessible format, upon request

The Town's contractor has operational procedures regarding the above-noted requirements. These procedures and training materials will be reviewed, as required, to ensure on-going compliance with the IASR.

Alternative Accessible Method of Transportation

Compliance Date - January 1, 2013

IASR Requirements:

- 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

The Town of Milton provides specialized transportation services.

Fares

Compliance Date - July 1, 2011

IASR Requirements:

- 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

Fare parity is practiced by the Town of Milton on both its conventional and specialized transit services.

Transit Stops

Compliance Date – January 1, 2012

IASR Requirements:

- ensure that persons with disabilities are able to board or deboard a transportation vehicle at the 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

This requirement is part of the standard operating procedures of the Town's service contractor. These procedures will be reviewed, as required, to ensure on-going compliance with the IASR.

Storage of Mobility Aids, Etc.

Compliance Date – January 1, 2012

IASR Requirements:

- 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, at no charge

There are storage areas available on transit buses. Taxicab and Limousine Licensing By-law 94-2004, as amended, stipulates that accessible taxicab drivers shall properly and safely handle passengers' mobility aids.

Priority Seating

Compliance Date – January 1, 2012

IASR Requirements:

- ensure that there is clearly marked priority seating for persons with disabilities, located as close to the vehicle entrance as possible
- provide signs to indicate that other passengers must vacate seating if required by a person with a disability
- develop a communications strategy designed to inform the public about the purpose of priority seating

Signage indicating priority seating has been installed on the Town's conventional transit fleet. Information regarding priority seating is available on miltontransit.ca.

Service Disruptions

Compliance Date - July 1, 2011

IASR Requirements:

- make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible
- ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability

This requirement is part of the standard operating procedures of the Town's service contractor. These procedures will be reviewed, as required, to ensure on-going compliance with the IASR.

Pre-boarding Announcements

Compliance Date - July 1, 2011

IASR Requirements:

- ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop

The Town's transit operators provide pre-boarding verbal stop announcements, and any other relevant information, upon request.

Compliance Date – January 1, 2017

IASR Requirements:

- ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop

Electronic pre-boarding announcements of the route, direction, destination or next major stop are available on the transit fleet.

On-board Announcements

Compliance Date - July 1, 2011

IASR Requirements:

- ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated

The Town's transit operators provide on-board announcements, and any other relevant information, upon request.

Compliance Date – January 1, 2017

IASR Requirements:

- ensure that all destination points or available route stops are announced through electronic means and are legibly and visually displayed through electronic means

Electronic on-board announcements of all destination points or available route stops are available on the transit fleet.

Requirements re: Grab Bars, Etc.

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip vehicles with grab bars, handholds, handrails or stanchions, as prescribed.

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Floors and Carpeted Surfaces

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- have minimal glare and slip resistant floors
- ensure any carpeted surfaces have a low, firm and level pile or loop, and are securely fastened

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Allocated Mobility Aid Spaces

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- have two or more mobility aid spaces that meet the space requirements and are equipped with securement devices

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Stop-requests and Emergency Response Controls

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip vehicles with accessible stop-requests that meet the prescribed standards

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Lighting Features

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip the passenger access door area with lights that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as prescribed

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Signage

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- have signs that identify routes, directions, destinations or next major stops displayed in a manner that meet prescribed requirements

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Lifting Devices, Etc.

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip vehicles with lifting devices, ramps or portable bridge plates, as prescribed

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Steps

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip vehicles with steps, as prescribed

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Indicators and Alarms

Compliance Date - Applies to conventional transportation vehicles manufactured on or after January 1, 2013

IASR Requirements:

- equip vehicles with a ramp, lifting device or kneeling function with appropriate visual and audible warning indicators and alarms

This requirement has been met. The Town procures fleet via the Metrolinx Joint Procurement Initiative which ensures that all future vehicle purchases will adhere to the specifications.

Categories of Eligibility

Compliance Date – January 1, 2017

IASR Requirements:

- establish three categories of eligibility to qualify for specialized transportation services: unconditional, temporary and conditional eligibility

Categories of eligibility for Milton access+ have been implemented, as prescribed. Eligibility information is available on miltontransit.ca.

Eligibility Application Process

Compliance Date - January 1, 2014

IASR Requirements:

- provide temporary specialized transportation services (within 14 calendar days), at no charge, after a completed application is received, until a decision on eligibility is made
- provide applications and decision information in an accessible format, upon request
- establish an independent appeal process to review decisions respecting eligibility

A joint application and appeal process has been implemented with the Town of Milton, Town of Oakville and the City of Burlington. Information on the eligibility application and appeal processes is available on miltontransit.ca. Application forms and decisions are available in an accessible format, upon request. Forms and processes will be reviewed, as required, to ensure on-going compliance with the IASR.

Emergency or Compassionate Grounds

Compliance Date - January 1, 2014

IASR Requirements:

- develop procedures for temporary specialized transportation services earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds, and where there are no other accessible transportation services to meet the person's needs

A procedure has been implemented as required by the IASR and service is provided on emergency or compassionate grounds. The procedure will be reviewed, as required, to ensure on-going compliance with the IASR.

Fare Parity

Compliance Date - January 1, 2013

IASR Requirements:

- provide fare parity, same fare structure and fare payment options on conventional and specialized transportation services

A fare parity/equalization/structure/payment method has been implemented and will be reviewed, as required, to ensure ongoing compliance with the IASR.

Visitors

Compliance Date - January 1, 2013

IASR Requirements:

- make specialized transportation services available to visitors who meet eligibility criteria

- develop a policy respecting the collection, use and disclosure of personal information collected for the purpose of determining eligibility

Specialized transportation services are available to visitors who meet eligibility criteria. A policy has been implemented respecting the collection, use and disclosure of personal information collected for the purpose of determining eligibility. The policy will be reviewed, as required, to ensure on-going compliance with the IASR.

Origin to Destination Services

Compliance Date – July 1, 2011

IASR Requirements:

- provide origin to destination services that meet the needs of persons with disabilities

The Town has met this requirement. Milton access+ is a door-to-door service. Specialized busing has been introduced for some high demand areas and for areas where persons with disabilities have some unique mobility device requirements.

Co-ordinated Service

Compliance Date - January 1, 2013

IASR Requirements:

- facilitate connections between specialized transportation services, when provided in adjacent municipalities with contiguous urban areas
- determine the accessible stops and drop off locations

There are currently no contiguous urban areas to Milton, however the Town has committed to a Memorandum of Understanding with all Greater Toronto and Hamilton Area specialized transit service providers to accept registrants and associated service connections, if/when connections are established.

Hours of Service

Compliance Date - January 1, 2013

IASR Requirements:

- provide same hours and days of service on both conventional and special transportation services

The Town of Milton has implemented service parity on Milton Transit and Milton access+.

Booking

Compliance Date - January 1, 2014

IASR Requirements:

- where reservations are required, provide same-day service to the extent that it is available.

- when not available, accept booking requests up to three hours prior to the intended day of travel.
- provide an accessible means to accept reservations

Same day service is currently provided. Bookings for Milton access+ are made by telephone.

Trip Restrictions

Compliance Date - January 1, 2014

IASR Requirements:

- provide an unlimited number of trips for persons with disabilities

There is no restriction on the number of trips a person with disabilities can take on Milton access+.

Service Delays

Compliance Date - January 1, 2013

IASR Requirements:

- provide information on the duration of service delays on specialized transportation to affected passengers. A service delay is a delay of 30 minutes or more after the scheduled pick-up time

This requirement has been met, and will continue to be met by the Town's service contractor.

Companions and Children

Compliance Date - January 1, 2013

IASR Requirements:

- allow companions and dependent children to travel with persons with disabilities whenever possible

The Town has complied with this requirement, and will continue to comply with it.

Duties of Municipalities – General

Compliance Date - January 1, 2013

IASR Requirements:

- consult with MAAC, the public and persons with disabilities in the development of accessible design criteria for bus stops and shelters
- identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan

The Town has met this requirement. MAAC, the public and persons with disabilities have been consulted on accessible design criteria for bus stops and shelters. The Town will continue to integrate bus stop infrastructure with Town and Region of Halton roadway improvement

programs. The accessibility of bus stops and shelters will continue to be reviewed, including bus stop sign design, wayfinding and the implementation of fixture standardization, where practicable.

Duties of Municipalities – Accessible Taxicabs

Compliance Date - January 1, 2013

IASR Requirements:

- consult with MAAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
- identify progress made towards meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan

The Town has met this requirement. Taxicab and Limousine Licensing By-law 94-2004, as amended, stipulates the provision of accessible taxicab service. The Town currently licenses four taxi brokerages, three of which are required to have a minimum of one accessible taxi within their fleet. The vehicles must be available for service at all times (24/7). There are currently three licensed accessible vehicles for hire in the Town of Milton.

MAAC, the public and persons with disabilities will be consulted on updates to the accessibility provisions of the By-law, or if accessible taxicab service is reviewed.

Duties of Municipalities – Taxicabs (fares and mobility aids)

Compliance Date - July 1, 2011

IASR Requirements:

- ensure that owners and operators of taxicabs do not charge a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip
- ensure that mobility aids or mobility assistive devices are stored at no charge

The Town has met this requirement. Taxicab and Limousine Licensing By-law 94-2004, as amended requires that all taxis post a tariff card in the vehicle outlining the fares. The tariff card clearly indicates that there is no additional charge for wheelchairs, walkers or additional passengers. Any amendments to the By-law will ensure continued compliance with the IASR.

Vehicle Registration and Identification

Compliance Date - January 1, 2012

IASR Requirements:

- ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab
- ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers, upon request

The Town has met this requirement. Taxicab and Limousine Licensing By-law 94-2004, as amended requires that vehicle plates be affixed to the rear of the vehicle. Taxi owners and operators are required to certify that they understand that vehicle registration and identification

information must be provided to a passenger with a disability in an alternate format, upon request. Any amendments to the By-law will ensure continued compliance with the IASR.

Part IV.1 – Design of Public Spaces

The Design of Public Spaces Standards sets out how the Town will make it easier for everyone to use its public spaces. These standards only apply to new construction and major changes to existing features of facilities owned, leased or operated by the Town.

All new Town facility construction is reviewed for Ontario Building Code barrier-free requirements and for Facility Accessibility Design Standards provisions. The Town has completed an audit of the accessibility of its facilities and has developed a facilities standards document that has yet to be approved by Council.

Consultation – Recreational Trails

Compliance Date - January 1, 2016

IASR Requirements:

- consult with MAAC, the public and persons with disabilities on the following design elements that might be part of a trail:
 - the slope of the trail
 - the need for, and location of, ramps on the trail
 - the need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail, and any other accessibility features

The Town has met this requirement and will consult with MAAC, the public and persons with disabilities when new trails are constructed or major changes to existing trails are made.

Technical Requirements for Trails – General

Compliance Date - January 1, 2016

IASR Requirements:

- construct or re-develop trails with the width, height, surface and surface openings, edge protection, entrance and signage features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new trails are constructed or where major changes to existing trails are made.

Technical Requirements for Trails

Compliance Date - January 1, 2016

IASR Requirements:

- construct or re-develop boardwalks with the width, height, surface and surface openings, edge protection and running slope features, as prescribed
- construct or re-develop ramps with the width, height, surface and surface openings, running slope, landings, handrails, wall or guard and edge protection, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new trails are constructed or where major changes to existing trails are made.

Outdoor Public Use Eating Areas – General

Compliance Date - January 1, 2016

IASR Requirements:

- construct or re-develop public use eating areas that include the minimum number of accessible tables, have a firm, stable and level surfaces and include clear ground space around tables to allow for a forward approach to the tables

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new outdoor public eating areas are constructed or where existing areas are re-developed.

Outdoor Play Spaces – Consultation Requirements

Compliance Date - January 1, 2016

IASR Requirements:

- consult with MAAC, the public and persons with disabilities on the needs of children and caregivers with various disabilities when constructing new or re-developing existing outdoor play spaces

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new outdoor play spaces are constructed or where existing spaces are re-developed.

Outdoor Play Spaces – Accessibility in Design

Compliance Date - January 1, 2016

IASR Requirements:

- incorporate accessibility features such as sensory and active play components into the design of new or re-developed play spaces
- ensure that outdoor play spaces have a ground surface that is firm, stable, has impact attenuating properties and sufficient clearance for people with disabilities to move through, in and around the play space

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new outdoor play spaces are constructed or where existing spaces are re-developed.

Exterior Paths of Travel – Technical Requirements

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop exterior paths of travel with the width, height, surface, surface openings, slope and cross slope features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new exterior paths of travel are constructed or where existing paths are re-developed.

Exterior Paths of Travel – Ramps

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop ramps on exterior paths of travel with the width, surface, running, landings, surface openings, handrails, wall or guard and edge protection, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new ramps on exterior paths of travel are constructed or where existing ramps are re-developed.

Exterior Paths of Travel – Stairs

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop stairs on exterior paths of travel with the tread, risers and runs, tonal contrast, tactile walking surface indicators, handrail and guardrail features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new stairs on exterior paths of travel are constructed or where existing stairs are re-developed.

Exterior Paths of Travel – Curb Ramps

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop curb ramps on exterior paths of travel with the width, direction of travel, running and cross slope and tactile walking surface indicator features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new curb ramps on exterior paths of travel are constructed or where existing curb ramps are re-developed.

Exterior Paths of Travel – Depressed Curbs

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop depressed curbs on exterior paths of travel with the running slope, direction of travel and tactile walking surface indicator features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new depressed curbs on exterior paths of travel are constructed or where existing depressed curbs are re-developed.

Exterior Paths of Travel – Accessible Pedestrian Control Signals

Compliance Date – January 1, 2016

IASR Requirements:

- install or replace pedestrian control signals at pedestrian crossovers with the tone, height, tactile arrows that align with the direction of crossing, activation features and distance features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new pedestrian control signals on exterior paths of travel are constructed or where existing signals are re-developed.

Accessible pedestrian signals and tactile warning surface indicators have been installed at various intersections. The Town has also installed flexible signage within pedestrian crossovers to make the crossovers more visible to motorists.

Exterior Paths of Travel – Rest Areas

Compliance Date – January 1, 2016

IASR Requirements:

- consult with MAAC, the public and persons with disabilities on the design and placement of rest areas along new or re-developed exterior paths of travel

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new rest areas along exterior paths of travel are constructed or where existing rest areas are re-developed.

Accessible Parking – Types of Accessible Parking Spaces

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop off-street parking facilities with parking space width and signage, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new off-street parking facilities are constructed or where existing off-street parking is re-developed.

Accessible Parking – Access Aisles

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop access aisles for all parking spaces for the use of persons with disabilities in off-street parking facilities with the width, length and tonal contrast features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new access aisles are constructed or where existing access aisles are re-developed.

Accessible Parking – Minimum Number and Type

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop off-street parking facilities with a minimum number and type of parking spaces, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new off-street parking facilities are constructed or where existing off-street parking is re-developed.

Accessible Parking – Signage

Compliance Date – January 1, 2016

IASR Requirements:

- erect an accessible permit parking sign in newly constructed or re-developed accessible parking spaces

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new accessible parking spaces are constructed or where existing spaces are re-developed.

Accessible Parking – On-Street Parking Spaces

Compliance Date – January 1, 2016

IASR Requirements:

- consult with MAAC, the public and persons with disabilities when constructing or re-developing existing on-street parking spaces

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new on-street parking spaces are constructed or where existing spaces are re-developed.

Obtaining Services – Service Counters

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop service counters with the minimum number of accessible service counters, signage, height, knee clearance and floor space in front of the counter, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new fixed queuing guides are constructed or where existing fixed queuing guides are re-developed.

Obtaining Services – Fixed Queuing Guides

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop fixed queuing guides with the width, clear floor area and cane detectable features, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new service counters are constructed or where existing service counters are re-developed.

Obtaining Services – Waiting Areas

Compliance Date – January 1, 2016

IASR Requirements:

- construct or re-develop waiting areas with the minimum number of accessible seating, as prescribed

The Town has met this requirement and will ensure that the IASR requirements will continue to be met when new waiting areas are constructed or where existing waiting areas are re-developed.

Maintenance

Compliance Date – January 1, 2016

IASR Requirements:

- include procedures for preventative and emergency maintenance of accessible elements in public spaces in the Town's multi-year plan
- include procedures for dealing with temporary disruptions when accessible elements are not in working order in the Town's multi-year plan

Preventative maintenance programs are in place and regular inspections are performed to ensure quality control and maintain safe and accessible spaces. When issues are identified they are completed by licenced staff around facility programming schedules and after hours where possible to ensure minimal service disruption. Signage is posted to communicate the nature of work being completed and identify alternate routes.

Procedures are in place when dealing with temporary disruptions when accessible elements are not in working order. When closing off access to a sidewalk, crosswalk or intersection to pedestrian traffic, Town staff/contractors are required to post signs at each end of the job site to advise that the sidewalk is closed. Signs are also be placed at the closest designated crossing stating that the sidewalk is closed. Significant capital works jobs are advertised both on milton.ca, through social media and in the local newspapers. Notice of disruptions, whether temporary or of a longer duration, are posted on milton.ca and as a news tile on myMilton, emailed to all private and public news RSS news subscribers, or posted in a conspicuous place on premises owned or operated by the provider of goods or services, or by such other method as is reasonable under the circumstances. Notice is also provided to Town staff on the Town's intranet site.

The above-noted procedures will be reviewed to ensure on-going compliance with the IASR, as required.

Part IV.2 – Customer Service Standards

The Customer Service Standards set out how the Town will make it easier for everyone to access its goods, services and facilities.

Establishment of Policies

Compliance Date – July 1, 2016

IASR Requirements:

- develop, implement and maintain policies governing provision of good services, facilities to persons with disabilities

The Town's accessible customer services policy, available on milton.ca, addresses how the Town meets the requirements of the standards. Procedures relating to accessible customer service are in place and available to staff. Any updates to the policy or procedures, if required, will continue to meet the requirements of the IASR.

Use of Service Animals and Support Persons

Compliance Date – July 1, 2016

IASR Requirements:

- ensure that a person with a disability who is accompanied by a guide dog/service animal is permitted to enter premises with the animal and keep it with them unless otherwise excluded by law
- when a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter premises together and that the person with a disability is not prevented from having access to the support person while on the premises
- if an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

Existing accessibility policies, procedures and training materials reflect requirements regarding service animals and support persons. Any updates to the policies, procedures and/or training materials, if required, will continue to meet the requirements of the IASR.

Notice of Temporary Disruptions

Compliance Date – July 1, 2016

IASR Requirements:

- provide public notice of disruptions to services or facilities

The Town's accessible customer services policy, available on milton.ca, addresses how the Town meets the requirements of the IASR. Procedures relating to service disruptions are in place and available to staff. Notice of disruptions, whether temporary or of a longer duration, are posted on milton.ca and as a news tile on myMilton, emailed to all private and public news RSS news subscribers, or posted in a conspicuous place on premises owned or operated by the provider of goods or services, or by such other method as is reasonable under the circumstances. Notice is also provided to Town staff on the Town's intranet site. Updates to the policy or procedures, if required, will continue to meet the requirements of the IASR.

Training for Staff, Etc.

Compliance Date – July 1, 2016

IASR Requirements:

- ensure training on the provision of goods/services/ facilities is provided to employees, volunteers, persons who participate in developing policies on behalf of the provider and others who provide goods/services/facilities on behalf of the provider

Existing training materials include information relating to accessible customer service and regulatory requirements. Any updates to the materials, if required, will continue to meet the requirements of the IASR.

Feedback Process

Compliance Date – July 1, 2016

IASR Requirements:

- establish a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities

The Town has implemented a corporate procedure on receiving and addressing feedback and staff has been trained on how to effectively address all feedback received from persons with disabilities. Multi-channel options are available for providing and responding to feedback. The feedback process will be reviewed for on-going compliance with the IASR, as required.

Format of Documents

Compliance Date – July 1, 2016

IASR Requirements:

- upon request, provide or arrange for documents or information contained in the documents in accessible formats or with a communication supports in a timely manner and at a cost that is no more than the regular cost to other persons

The Town will continue to provide documents in an accessible format, upon request at a cost that is no more than the regular cost to other persons. Communications supports will continue to be made available to persons with disabilities accessing Town services, programs and facilities, upon request. On-line documents created by staff will continue to be accessible and assistive hearing devices will continue to be available to councillors and members of the public attending meetings in the Council Chambers.

Next Steps

Town staff will continue to meet the requirements of the IASR and undertake other activities aimed at eliminating barriers. They include the following:

- preparing an annual update on the Multi-Year Accessibility Plan, as required by the IASR;
- submitting compliance reports to the Province in 2019, 2021 and 2023, demonstrating compliance with components of the IASR;
- reviewing existing accessibility procedures and updating them, as required;

- continuing to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Town's onboarding process;
- consulting with and seeking the input of MAAC on physical improvement projects and other Town initiatives;
- monitoring the review of accessibility legislation by the Province to determine impacts to the Town and reporting to Town Council, as appropriate;
- complying with the accessibility requirements set out in the *Municipal Elections Act, 1996* when conducting the 2018 municipal and school board election;
- continuing to share information and network with accessibility staff from Halton's municipalities, the Ontario Network of Accessibility Professionals and the Association of Municipal Managers, Clerks and Treasurers of Ontario;
- presenting the Accessibility Design Guidelines to Town Council for approval;
- updating all Town of Milton websites to WCAG 2.0 Level AA by January 1, 2021;
- implementing a periodic spot check of web page accessibility by staff;
- working with the Town's web services vendor to make web page accessibility checking an automated step in page publication;
- continuing to take advantage of learning opportunities provided by the Accessibility Directorate of Ontario and accessibility forums.

Once approved by Town Council, the 2018-2023 Multi-Year Accessibility Plan will be posted on milton.ca. The plan will also be made available in alternate formats, upon request.

Contact Information

For more information about this plan, or questions related to accessibility in the Town of Milton, please contact the Meagan Charland at:

Clerk's Division, 150 Mary Street, Milton, ON L9T 6Z5

Phone: 905-878-7252 ext. 2109

TTY: 905-878-1657

E-mail: accessibility@milton.ca

Appendix A – 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: 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: 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.

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.

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*.

Information: Includes data, facts and knowledge that exists in any format, including text, audio, digital, or images, and that conveys meaning.

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

Milton access+: Milton access+ is a door-to-door, shared ride specialized transit service for persons with disabilities.

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.

Performance Management: Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment: The reassignment of employees to other jobs or departments within the organization as an alternative to layoff, when a particular job or department has been eliminated by 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.

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 class of bus which, while operated on a highway, is designed and intended to be used for passenger transportation.