Draft 2023 – 2028 Multi-Year Accessibility Plan

Contents

2023-2028 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 and ensure its compliance with AODA. The Town of Milton's multi-year accessibility plan for 2023-2028 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) in an accessible format.

Legislations

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 Effective December 1, 2015, twelve sections of the ODA were repealed as they were duplicated by the AODA or the IASR.

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's accessibility page [Accessibility - Town of Milton](#)

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. 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:
1.   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;
2.   Review site plans and drawings described in Section 41 of the Planning Act; and
3.   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 2023-2028 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 responsible Town staff;
- 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.

In the IASR, requirements are divided into 6 parts and a total of 89 sections in these parts. The Town has met all the requirements (see chart below).

Parts and Sections in Compliance

	General	Information and Communication Standards	Employment Standards	Transportation Standards	Design of Public Spaces	Customer Services Standards
Sections	5	5	9	42	22	6
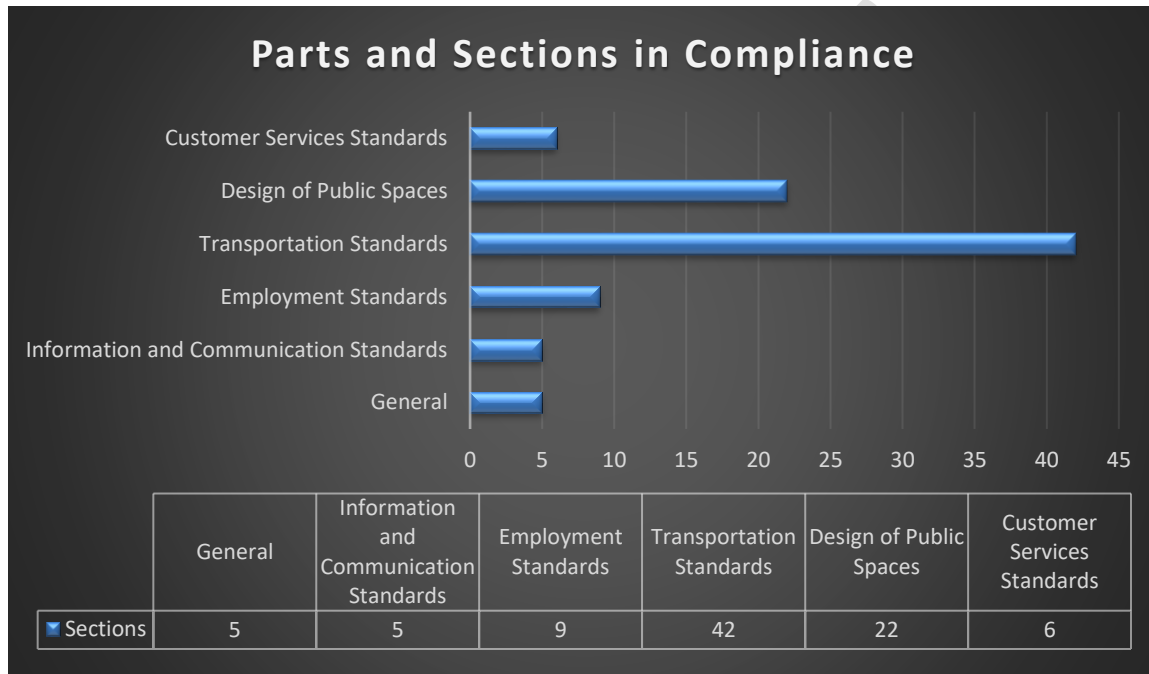
The following outlines the IASR's requirements, compliance status and actions the Town of Milton has taken and will take to ensure its continuous compliance:

Part I – General

Part 1 applies to all standards contained in the IASR.

Accessibility Policies

Compliance Status – Compliant

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 Accessible Customer Service Policy and Accessible Information, Communication, Employment and Transportation Policy to address the IASR's requirements. Both policies are available via Accessibility - Town of Milton and will be reviewed as required to ensure that it

continues to meet the IASR's requirements.

In addition, the Town offers accessible programs and services for persons with disabilities. Detailed information about these programs and services can be viewed under section "Accessible Programs and Services in Milton" via Accessibility - Town of Milton

Accessibility Plans

Compliance Status - Compliant

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 2023-2028 multi-year plan will be established in consultation with Town staff and departments, the public including persons with disabilities and MAAC. The multi-year plan and annual status reports will be approved by Town Council and posted on milton.ca in an accessible format.

Procurement

Compliance Status - Compliant

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, which reviews regularly by responsible Town staff. This criteria will be posted with all requests for proposal, bids and tenders released by the Town. Information on the IASR for those submitting procurement documents can be viewed via Bids and Tenders - Town of Milton and successful bidders must certify that they have read and understood the information.

Self-Service Kiosks

Compliance Status - Compliant

IASR Requirements:

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

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

Training

Compliance Status - Compliant

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 sessions on the IASR and Human Rights Code are offered to all existing staff in 2020 and it is mandatory for all staff to complete the trainings. New staff will be trained as part of the onboarding process. Training materials will be reviewed for on-going compliance with the IASR, as required. In addition, Community Services offers relevant trainings

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 Status - Compliant

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.

Detailed information can be viewed via Accessibility - Town of Milton. This information will be reviewed, as required, to ensure on-going compliance with the IASR.

Accessible Formats and Communication Supports

Compliance Status - Compliant

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

As of January 2021, all information about the Town's services, programs and facilities which are posted on Milton.ca, the Town's other social media accounts and apps are fully AODA compliant. Alternative formats are also available upon request.

American Sign Language interpreters will continue to be made available to persons accessing Town services, programs and facilities, upon request.

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.

Emergency Procedures

Compliance Status - Compliant
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 is available via [Accessibility - Town of Milton](#). 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 Status - Compliant
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 AA by January 1, 2020.

The website design is fully compliant as per the website redesign in 2019. Town staff will continue to monitor and work with our website developer vendor to ensure the compliance on their site design. The website's content management system includes an accessibility check tool when creating or uploading new content. This ensures new content being uploaded to the website meets accessibility standards. A full content audit was completed in 2020 to address the standards that were in place for January 1, 2021. As well, the website process was also streamlined in 2020 to ensure any new website content is accessible based on the Town's current website guideline, which is available upon request. The website guideline now includes the Website & Digital Media Coordinator role, which is a position responsible for new content for and maintenance of the Town's website. In addition, Legislative and Legal Services Division staffing resources in 2022 have been dedicated to accessible document conversion requests, both internally and externally. The Town will continue to ensure these roles receive proper training to meet the requirements.
Quality assurance on the site's accessibility is regularly monitored through Site-improve (a third-party) software that provides real-time compliance, as well as the Website & Digital Media Coordinator conducts quarterly audits, where a formal review is undertaken and any necessary corrective action.

Public Libraries
Compliance Status - Compliant
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

Milton Public Library will address their compliance needs in its multi-year accessibility plan and continue to provide annual updates to be incorporated into the Town's annual reporting.

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

Recruitment

Compliance Status- Compliant

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 "Employment" 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 Status- Compliant

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 annually incorporating any legislative update and staff feedback for on-going compliance with the IASR.

Informing Employees of Supports

Compliance Status - Compliant

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 continue to be made available to all employees through the Town's intranet site for staff. Human Resources provides newly-hired employees with information on policies to support employees with disabilities during the orientation process. Current employees are advised of changes to policies through a variety of methods, including the Town's intranet site and e-mail. This process will be reviewed annually incorporating any legislative update and staff feedback for on- going compliance with the IASR.

Accessible Formats and Communication Supports for Employees

Compliance Status - Compliant

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, available upon request. Staff will be advised of this through the orientation process and as required throughout employment.

The process consults with the employee to review accessibility needs. Depending on the employee's identified needs, options may include large print, braille, audio recordings, and American Sign Language interpreters. Where these accessible formats may not meet identified employee needs, the Town will review alternate available accessible formats.

Workplace Emergency Response Information

Compliance Status- Compliant

IASR Requirements:

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

Human Resources has drafted an updated version of the Employee Accommodation Emergency Evacuation template. This updated form includes: emergency evacuation assessment, accommodation needs, emergency evacuation method, and assigned emergency assistance network. Upon approval, this draft document will be posted and available for employees on the intranet site. Per the Fire Safety Plan, Facilities staff are to be appraised of any persons requiring assistance in the event of a required building evacuation as a part of any ongoing review of evacuation procedures.

Moving forward, the availability of this type of accommodation will be communicated during the new hire process and through the accommodation process.

Documented Individual Accommodation Plans

Compliance Status - Compliant

IASR Requirements:

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

Where an employee requests an individual accommodation plan, all employee accommodation plans are reviewed and confidentially maintained by Human Resources. Per current policy, accommodation plans are to be reviewed every four weeks.

Moving forward, the availability of individualized accommodation plans for employees will be communicated during the new hire process, circulated to staff when adjustments are made to policy, and people leaders will be educated on this requirement.

Return to Work Process

Compliance Status - Compliant

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

As a part of the Town's Return to Work Policy, appropriate accommodation measures and needs (i.e. short term, long term, and permanent) are to be discussed with Human Resources.

In addition, a process is included for employees returning from an absence that requires the employee to meet with HR and their direct Supervisor immediately upon their return to the workplace. The Return to Work Policy is available upon request.

Performance Management, Career Development and Advancement

Compliance Status - Compliant

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

Accommodation criteria for performance management, career development and advancement have been identified and will be included in future reviews of the Town's Performance Management process for employees.

Redeployment

Compliance Status – Compliant

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

Per the Town's current Policy for redeployment decisions, redeployment principles are to include strategies and processes to ensure an effective and successful transition through a change period for individuals carrying out new or continuing roles.
Moving forward, additional accommodation criteria will be added within the staff Redeployment Policy.

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 Status - Compliant

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). The information will be reviewed, as required, for on-going compliance with the IASR.

Non-functioning Accessibility Equipment

Compliance Status - Compliant

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.

Furthermore, 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 Status- Compliant
IASR Requirements:
- conduct employee and volunteer training as prescribed, in addition to the training requirements contained in Part I of the IASR

Accessibility training requirements are included in the Town's corporate training programs, as well as contractual obligations with the transit service provider. All training materials will be reviewed as required to address ongoing IASR compliance.

Emergency Preparedness and Response Policies
Compliance Status – Compliant

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 and procedures that provide for the safety of persons with disabilities, and have implemented with operators of conventional and specialized transit services. These policies are available upon request and will be reviewed, as required, to ensure on-going compliance with the IASR.

Fares, Support Persons
Compliance Status – Compliant
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 Fare Policy provides a fare exemption for a support person accompanying a person with a disability on all Milton Transit services, as identified in the Town of Milton User Fee Bylaw.

Transition, Existing Contracts and Vehicles
Compliance Status – Compliant
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. Town staff will ensure any future contracts and vehicles will continue to be in compliance with the IASR.

Accessibility Plans, Conventional Transportation Services

Compliance Status – Compliant

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 and is public available via https://www.milton.ca/en/town-hall/town-hall-accessibility.aspx#Plans.

Accessibility Plans, Specialized Transportation Services

Compliance Status– Compliant

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 defined by the IASR to ensure on-going compliance with it.

Accessibility Plans, Conventional and Specialized Transportation Services

Compliance Status – Compliant

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 satisfied with the Milton Transit annual accessibility plan via Accessibility - Town of Milton . The plan is published annually to ensure on-going compliance with the IASR.

Conventional Transportation Service Providers – General Responsibilities

Compliance Status – Compliant

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 defined by the IASR to ensure on-going compliance with it.

Fares

Compliance Status – Compliant

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 and will continue to be practiced by the Town of Milton on both its conventional and specialized transit services.

Transit Stops

Compliance Status – Compliant

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 defined in the IASR to ensure on-going compliance with it.

Storage of Mobility Aids, Etc.

Compliance Status – Compliant

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

Mobility device storage areas are available on all conventional transit buses. Mobility device securement responsibility, training and compliance are addressed in the standard operating

procedures of the Town's contracted service provider.

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 Status – Compliant

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

Priority seating areas are available and identified on conventional transit buses. Priority seating responsibility, training and compliance as per standard operating procedures of the Town's contracted service provider. Communications strategy developed and communicated through the OPTA Enabling Change program and is available on [Transit - Town of Milton](#)

Service Disruptions

Compliance Status – Compliant

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 Status – Compliant

IASR Requirements:

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

Electronic, pre-board visual and audible announcements of route, direction, destination and/or next major stop are identified and annunciated upon conventional bus loading of passengers; front door activation. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

On-board Announcements

Compliance Status – Compliant

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

- 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 visual and audible announcements of next stops are identified and annunciated upon stop approach. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Requirements re: Grab Bars, Etc.

Compliance Status - Compliant

IASR Requirements:

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

This requirement has been met. Procurement of conventional transit buses includes best practice standards and IASR-191/11 specifications for stanchion design, quantity and location on-board. All on-board passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Floors and Carpeted Surfaces

Compliance Status - Compliant

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. Procurement of conventional transit buses includes best practice standards and IASR-191/11 specifications for accessible floor design, including minimal glare and slip-resistant components. All on-board passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Allocated Mobility Aid Spaces

Compliance Status - Compliant

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. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for stop-request button and chime design, quantity and location on-board, including mobility aid designated areas. All on-board passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Stop-requests and Emergency Response Controls

Compliance Status - Compliant

IASR Requirements:

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

This requirement has been met. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for lighting feature design and location on-board and above entry/exit doors. All on-board passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Lighting Features

Compliance Status - Compliant

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. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for ramp design and operation. All passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. Ramp operational responsibility, training and compliance are addressed in the standard operating procedures of the Town's contracted service provider. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Signage

Compliance Status - Compliant

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. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for exterior electronic destination signage design and location. All passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Lifting Devices, Etc.

Compliance Status - Compliant

IASR Requirements:

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

This requirement has been met. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for ramp design and operation. All passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. Ramp operational responsibility, training and compliance are addressed in the standard operating procedures of the Town's contracted service provider. This

requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Steps
Compliance Status - Compliant
IASR Requirements:

- equip vehicles with steps, as prescribed

This requirement has been met. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for on-board step design. All passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Indicators and Alarms
Compliance Status - Compliant
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. Procurement of conventional transit buses includes industry best practice standards and IASR-191/11 specifications for indicators and alarms on ramps and kneeling functions. All passenger components inspected daily. If bus is found to have non-functioning passenger components, bus is held/removed from service for repair. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Categories of Eligibility
Compliance Status - Compliant
IASR Requirements:

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

This requirement has been met. Categories of eligibility including Unconditional, Conditional and Temporary are implemented and communicated though miltontransit.ca and on the specialized transit application. This requirement will continue to be updated, as required, to ensure on-going compliance with the IASR.

Eligibility Application Process
Compliance Status - Compliant
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, review and appeal process has been implemented with the Town of Milton, Town of Oakville and the City of Burlington. Information on the eligibility application, review and appeal process 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 Status - Compliant

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 Status - Compliant

IASR Requirements:

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

Fare parity of conventional and specialized transit services (fare equalization, fare structure and payment method) has been implemented through the Milton Transit Fare Policy and will be reviewed annually as part of the Town of Milton User Fee Bylaw updates.

Visitors

Compliance Status – Compliant

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 Status - Compliant

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. This requirement will continue to be incorporated

in the daily operation to ensure on-going compliance with the IASR.

Co-ordinated Service

Compliance Status - Compliant

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 Status - Compliant

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+. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Booking

Compliance Status - Compliant

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. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Trip Restrictions

Compliance Status - Compliant

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+. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Service Delays

Compliance Status - Compliant

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. Service delays are communicated to specialized transit passengers in the format requested on the application, if declared. If not declared, service delay notification provided by text message and/or electronic voicemail. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR

Companions and Children

Compliance Status - Compliant

IASR Requirements:

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

This requirement has been met. Information about companions and children available on miltontransit.ca and on publications distributed to approved applicants. This requirement will continue to be incorporated in the daily operation to ensure on-going compliance with the IASR.

Duties of Municipalities – General

Compliance Status - Compliant

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 Status - Compliant

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. According to the By-law each taxi brokerage

requires to have a minimum of one accessible taxi within their fleet. The vehicles must be available for service at all times (24/7).

The By-law is up to review in 2023 and both MAAC and 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 Status - Compliant

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 Status - Compliant

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.

Consultation – Recreational Trails

Compliance Status - Compliant

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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via [Park Development - Town of Milton](#). Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".

Technical Requirements for Trails – General
Compliance Status - Compliant
IASR Requirements:

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

Trails are developed and maintained following the Town's Engineering and Parks Standards Manual. Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Technical Requirements for Boardwalks
Compliance Status - Compliant
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

Boardwalks are developed and maintained following the Town's Engineering and Parks Standards Manual. Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Outdoor Public Use Eating Areas – General
Compliance Status - Compliant
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

Outdoor public use eating areas are developed and maintained following the Town's Engineering and Parks Standards Manual. Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".

Outdoor Play Spaces – Consultation Requirements

Compliance Status - Compliant

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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".

Outdoor Play Spaces – Accessibility in Design

Compliance Status - Compliant

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 of Milton issues a "Request for Proposal for Play Equipment" annually that includes requirements for accessible play components to be integrated into play design solutions from qualified play equipment manufacturers.

Exterior Paths of Travel – Technical Requirements

Compliance Status - Compliant

IASR Requirements:

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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are

made public on "Let's Talk Milton".

In addition, The Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with AODA. Responsible Town staff review the development and construction proposals to ensure the compliance to these requirements. The OBC prescribes barrier-free path of travel including ramps which provide access to the building.

Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Exterior Paths of Travel – Ramps

Compliance Status - Compliant

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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via [Park Development - Town of Milton](#). Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".

In addition, The Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with AODA. Responsible Town staff review the development and construction proposals to ensure the compliance to these requirements. The OBC prescribes barrier-free path of travel including ramps which provide access to the building.

Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Exterior Paths of Travel – Stairs

Compliance Status - Compliant

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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via [Park Development - Town of Milton](#). Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".

In addition, The Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with AODA. Responsible Town staff review the development and construction proposals to ensure the compliance to these requirements. The OBC prescribes barrier-free path of travel including ramps which provide access to the building.

Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in

compliance with the IASR. The manual is available upon request.

Exterior Paths of Travel – Curb Ramps
Compliance Status - Compliant
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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".
In addition, The Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with AODA. Responsible Town staff review the development and construction proposals to ensure the compliance to these requirements. The OBC prescribes barrier-free path of travel including ramps which provide access to the building.
Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Exterior Paths of Travel – Depressed Curbs
Compliance Status - Compliant
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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".
In addition, The Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with AODA. Responsible Town staff review the development and construction proposals to ensure the compliance to these requirements. The OBC prescribes barrier-free path of travel including ramps which provide access to the building.
Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Exterior Paths of Travel – Accessible Pedestrian Control Signals
Compliance Status - Compliant
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 Status - Compliant
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

Community engagement sessions are held annually to collect public input and inform our design process. Advertisement is done through: news release, public service announcement, website update and social media. Additional information about Milton's investment in parks and trails can be found on our park development webpage via Park Development - Town of Milton. Information is collected and recorded on "Let's Talk Milton", the Town's online engagement platform. Final design concepts are made public on "Let's Talk Milton".
Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Accessible Parking – Types of Accessible Parking Spaces
Compliance Status - Compliant
IASR Requirements:
- construct or re-develop off-street parking facilities with parking space width and signage, as prescribed

The Town has met this requirement when new off-street parking facilities are constructed or where existing off-street parking is re-developed. The Town's zoning by-law includes requirements for certain types of accessible parking spaces relative to the type of development/building. Compliance will be monitored through regular site inspections. Resident inquiries and feedback are solicited and collected through the Town of Milton website. Responsible Town staff will continue to update the Town's by-law to ensure technical requirements are in compliance with the IASR. The by-law is available upon request.

Accessible Parking – Access Aisles
Compliance Status - Compliant
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. In addition, the Ontario Building Code (OBC) incorporated additional barrier-free requirements in 2015 to be more in-line with the AODA. Planning and/or Building Permit applications reviewed development and construction proposals to ensure compliance to these requirements were met. The OBC prescribes barrier-free path of travel. Access aisle requirements are included under the zoning by-law and OBC.

Accessible Parking – Minimum Number and Type
Compliance Status - Compliant
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. The Town's zoning by-law includes requirements for a minimum number of accessible parking spaces relative to the type of development/building. The by-law is available upon request.

Accessible Parking – Signage
Compliance Status - Compliant
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. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Accessible Parking – On-Street Parking Spaces
Compliance Status - Compliant
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. Responsible Town staff will continue to update the Town's Engineering and Parks Standards Manual to ensure technical requirements are in compliance with the IASR. The manual is available upon request.

Obtaining Services – Service Counters
Compliance Status - Compliant
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. Relevant procedures or standards are available upon request.

Obtaining Services – Fixed Queuing Guides

Compliance Status - Compliant

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. Relevant procedures or standards are available upon request.

Obtaining Services – Waiting Areas

Compliance Status - Compliant

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. Relevant procedures or standards are available upon request.

Maintenance

Compliance Status – Compliant

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 licensed 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, Notice of disruptions, whether temporary or of a longer duration, are distributed through multiple channels (e.g. Milton website, social media accounts and emails) to ensure both the public and Town staff are aware of. 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 Status - Compliant

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 via [Accessible customer service policy (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. Town staff will continue monitor and update the policy or procedures, as required, to meet the requirements of the IASR.

Use of Service Animals and Support Persons

Compliance Status - Compliant

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.

The Town's accessible customer services policy and procedures addresses the detailed requirements regarding service animals and support persons. For example, for our recreation programs, support person information can be found via [Inclusion - Town of Milton](#) Responsible Town staff have also been trained. Town staff will continue monitor and update the policy or procedures, as required, to meet the requirements of the IASR.

Notice of Temporary Disruptions

Compliance Status – Compliant

IASR Requirements:

- provide public notice of disruptions to services or facilities

The Town's accessible customer services policy 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 distributed through multiple channels (e.g. Milton website, social media accounts and emails) to ensure both the public and Town staff are aware of. Town staff will continue monitor and update the policy or procedures, as required, to meet the requirements of the IASR.

Training for Staff, Etc.
Compliance Status – Compliant
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

The Town provides AODA/IASR Awareness trainings for its employees through its online training platform. The content of the AODA/IASR training courses will continue to be reviewed and updated through the vendor (HR Downloads) to ensure the information remains current. Completion of the training course is a mandatory requirement of the new hire process for employees. In addition, responsible Town staff for recreation programs have received Inclusive Recreation Training.

Feedback Process
Compliance Status – Compliant
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. On the Town's website, there is an online form for the public to submit any inquiry or feedback (Town Clerks Office - Town of Milton). In addition, the Town has a dedicated shared Accessibility email address to receive feedbacks and enquiries (accessibility@milton.ca). The feedback process will be reviewed for on-going compliance with the IASR, as required.

Format of Documents
Compliance Status – Compliant
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. Any request can be sent through our online form (Town Clerks Office - Town of Milton) or shared Accessibility email address (accessibility@milton.ca). Communications supports will continue to be made available to persons with disabilities accessing Town services, programs and facilities, upon request. The Town has dedicated staff to ensure documents posted on the Town's website are fully 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 2023, 2025 and 2027, 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;
- continuing to maintain annual Transit Accessibility Plan as required by IASR;
- 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 any 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;
- continuing to ensure all Town of Milton websites and social media accounts are compliant with IASR;
- continuing to take advantage of learning opportunities provided by the Accessibility Directorate of Ontario and accessibility forums.

Once approved by Town Council, the 2023-2028 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 Town Clerk:

Legislative and Legal Services Division
150 Mary Street, Milton, ON L9T 6Z5
Phone: 905-878-7252
Online Form: Town Clerks Office - Town of Milton
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.