



2017 Accessibility Status Report

2012 – 2017 Municipal Accessibility Plan

Appendix 2

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

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2017 Accessibility Status Report

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 that outlines the steps a municipality will take to prevent and remove barriers to accessibility. The IASR also requires that annual status reports on the progress of measures taken to implement the plan be prepared.

This 2017 accessibility status report provides an update on actions the Town of Milton has taken to implement the Town's 2012-2017 Municipal Accessibility Plan, which details the Town's strategy for meeting AODA and IASR requirements. This report 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. The 2012-2017 Municipal Accessibility Plan is also available on milton.ca.

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 Effective December 1, 2015, twelve sections of the ODA were repealed as they were duplicated by the AODA or the IASR.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

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.

IASR Compliance Timeline

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.

This summary shows the IASR requirements that are now part of the Town of Milton's daily operations.

2011 – 2016 Requirements Completed:			
✓	Transportation	✓	Accessibility Policies and Plans
✓	Emergency Procedures	✓	Accessible Purchases
✓	New Websites to WCAG Level A*	✓	Self-Serve Kiosks
✓	Workplace Emergency Response Information	✓	Training
✓	Accessible Feedback	✓	Employment
✓	Accessible Formats & Communication Supports	✓	Recreational Trails
✓	Outdoor Public Use Eating Areas	✓	Outdoor Play Spaces

✓	Exterior Paths of Travel	✓	On & Off-Street Parking
✓	Service Counters	✓	Fixed Queuing Guides
✓	Waiting Areas	✓	Maintenance
✓	Temporary Disruptions	✓	Service Animals & Support Persons

2017 Requirements Completed:			
✓	Transit - Electronic Pre-Boarding Announcements	✓	Transit - Electronic On-Board Announcements
✓	Categories of Eligibility to Qualify for Specialized Transportation Services		

2021 Requirement:

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

* 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.

2017 Status Update - Transportation Standards

The IASR’s Transportation Standards will help the Town make its services and vehicles accessible to persons with disabilities. These standards cover conventional transportation (Milton Transit), specialized transportation (Milton access+) and accessible taxicabs.

Three subsections of the Transportation Standards came into force on January 1, 2017. The following highlights actions taken by the Town of Milton to implement these requirements:

1. Pre-boarding Announcements

Compliance Date – January 1, 2017

IASR Requirement:

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

The Town of Milton has met this requirement. Electronic pre-boarding announcements of the route, direction, destination or next major stop are available on the transit fleet.

On-board Announcements

Compliance Date – January 1, 2017

IASR Requirement:

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

The Town of Milton has met this requirement. Electronic on-board announcements of all destination points or available route stops are available on the transit fleet.

2. Categories of Eligibility

Compliance Date – January 1, 2017

IASR Requirement:

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

The Town of Milton has met this requirement. The Town's specialized transit service, known as Milton access+, is a door-to-door service for persons with disabilities. Eligibility for Milton access+ is based on the three categories set out in the IASR:

Category	Definition
Unconditional eligibility	A person with a disability that prevents them from using conventional transportation services
Temporary eligibility	A person with a temporary disability that prevents them from using conventional transportation services
Conditional eligibility	A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services

Eligibility information is available on Milton Transit's website, miltontransit.ca, and is provided in an accessible format or with communications supports, upon request.

Additional Accessibility Initiatives

During 2017, a number of additional actions and initiatives aimed at improving access to the Town's programs, services and facilities were undertaken. These activities include the following:

Consultations with MAAC:

In keeping with the requirements of the AODA, input from MAAC was sought on:

- various site plan applications and drawings for publicly and privately owned construction projects in Milton, including Town of Milton capital projects;
- the 2018-2023 Multi-Year Accessibility Plan and the 2018 Milton Transit Accessibility Plan.

Accessible recreation programs:

The Town of Milton encourages and welcomes Milton residents with disabilities to become involved in recreation programs. The Town is committed to offering safe, inclusive and quality programs for individuals with physical and developmental disabilities.

Training

The Town of Milton is continuing to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Town's onboarding process. Clerk's Division staff have taken additional accessibility training on creating accessible documents.

Installation of accessible pedestrian signals and tactile warning surface indicators:

Accessible pedestrian signals, formerly known as audible pedestrian signals, advise pedestrians with disabilities when they have the right-of-way to cross a roadway. Tactile warning surface indicators are textured round surface indicators to advise pedestrians with disabilities of approaching streets and hazardous surfaces or grade changes.

The Town of Milton has begun installing these features at various intersections in the urban area and at facilities within the Town.

Installation of flexible signage within pedestrian crossovers:

The Town has installed flexible signage within pedestrian crossovers to make crossovers more visible to motorists. The signs direct motorists to "Stop for pedestrians within crosswalk" and are positioned between lanes of traffic in the crossovers. They were installed in response to concerns from residents related to motorists failing to stop at the crossovers.

Windrow program:

The Town offers the Windrow Removal Program to help seniors and persons with disabilities living in Milton to remove the piles of snow left at the bottom of driveways after the snowplow passes (windrows).

Registry of vulnerable occupancies:

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.

myMilton app:

The Town launched the myMilton 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. myMilton contains many accessibility features for users of Apple devices such as:

- VoiceOver makes an iPhone and iPad easier to operate for persons who are blind or have low vision;
- type to Siri;
- reading support;
- switch control lets a user fully interact with his/her iPhone without touching the iPhone.

Android also has several accessibility-focused features baked into the platform, which makes it easy to optimize myMilton for persons with visual or physical disabilities.

Town of Milton events:

Downtown Milton Street Festival - all festival volunteers were trained on the AODA and the IASR. Wheelchair accessible washrooms with safety grab bars were located on site.

Milton's 160th Ice Cream Social – this event was held in Victoria Park; an accessible site. Accessible parking and washrooms were available.

25th Anniversary of the Leisure Centre – the Leisure Centre is an accessible venue.

Provincial compliance report:

The AODA requires that municipalities file a compliance report with the Province on a bi-annual basis. These compliance reports demonstrate how the Town of Milton as complied with requirements of the IASR. The latest compliance report was filed in October 2017. Compliance reports are 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.

Next Steps

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

- preparing the 2018-2023 Multi-Year Accessibility Plan and annual status reports 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;
- complying with the accessibility requirements set out in the *Municipal Elections Act, 1996* when conducting the 2018 municipal and school board election;
- monitoring the review of accessibility legislation by the Province to determine impacts to the Town and reporting to Town Council, as appropriate;
- 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