



The Corporation of the Town of Milton

Report To:	Council
From:	Meaghen Reid, Director, Legislative & Legal Services/Town Clerk
Date:	July 15, 2024
Report No:	CORS-023-24
Subject:	2023 Accessibility Plan Status Update Report
Recommendation:	<p>THAT the 2023 Accessibility Status Report on the 2023-2028 Multi-Year Accessibility Plan attached as Appendix A, be received for information;</p> <p>THAT the Milton Transit Accessibility Plan, attached as Appendix B, be received for information.</p>

EXECUTIVE SUMMARY

As required by Ontario Regulation 191/11-Integrated Accessibility Standards Regulation (IASR), this Accessibility Status Report will provide Council and the public the Town of Milton's progress with regards to the 2023-2028 Multi-Year Accessibility Plan to prevent/remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

REPORT

Background

The AODA was passed in 2005 with the vision of creating a fully accessible Ontario by 2025. The AODA gave the Province the mandate to create sets of standards in accessibility which applies to both public and private sector organizations.

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 Town of Milton released its 2023-2028 Multi-Year Accessibility Plan, in accordance with the AODA and IASR. The plan outlined the Town's strategy to prevent and remove barriers to accessibility, which included how phased in requirements under the AODA will be met.

Discussion

Staff from across the Corporation have provided updates for the 2023 Accessibility Plan Status Report. Furthermore, the 2024 Milton Transit Accessibility Plan was prepared by Town staff and presented to the members of the Milton Accessibility Advisory Committee. It



Discussion

will also be posted on the Town's website for the public and to meet the requirements of the IASR.

2023 Accessibility Plan Status Report - included as Appendix A

The 2023 Accessibility Plan Status Report provides an update on actions the Town of Milton has taken to comply with the IASR, as well as additional activities aimed at identifying, preventing and removing barriers to persons with disabilities when accessing Town Programs, services and facilities.

2024 Milton Transit Accessibility Plan - included as Appendix B

The 2024 Milton Transit Accessibility Plan sets out how Milton Transit will continue to prevent and remove barriers to persons with disabilities and how it will ensure continued compliance with the IASR.

Financial Impact

The Town's accessibility plan is managed with existing staff resources. Where specific initiatives require an initial or on-going investments, funds are approved by Council in accordance with the Town's Budget Management Policy (Policy 113).

Respectfully submitted,

Kristene Scott
Commissioner, Corporate Services

For questions, please contact: Greta Susa, Manager of Legislative and Legal Services/Deputy Clerk Phone: 905-878-7252 ext. 2164

Attachments

Appendix A - 2023 Accessibility Status Report
Appendix B - 2024 Milton Transit Accessibility Plan

CAO Approval
Andrew M. Siltala
Chief Administrative Officer



Recognition of Traditional Lands

The Town of Milton resides on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. We also recognize the traditional territory of the HuronWendat and Haudenosaunee people. The Town of Milton shares this land and the responsibility for the water, food and resources. We stand as allies with the First Nations as stewards of these lands.



The Corporation of the
Town of Milton

Appendix A
2023 Accessibility Status Report
2023-2028 Multi-Year
Accessibility Plan



Table of Contents

2023 Accessibility Status Report	3
Legislation	3
Ontarians with Disabilities Act	3
Accessibility for Ontarians with Disabilities Act.....	3
Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation.....	3
Town of Milton's Accessibility Advisory Committee (MAAC)	4
2023 Town of Milton's Status Updates	4
Next Steps	8

2023 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 2023 accessibility status report provides an update on actions the Town of Milton (the Town) has taken to implement the Town's 2023-2028 Municipal Multi-Year 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). The 2023-2028 Municipal Multi-Year 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 <https://www.milton.ca/en/town-hall/town-hall-accessibility.aspx>

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.

Information related to the activities of MAAC are included within the status update provided below.

2023 Town of Milton’s Status Updates

2023-2028 Multi-year Accessibility Plan	Status Updates
Preparing an annual update on the Multi-Year Accessibility Plan, as required by the IASR	This report is prepared for this purpose.
Submitting compliance reports to the Province in 2023, 2025 and 2027, demonstrating compliance with components of the IASR	The Town has submitted the compliance report for 2023 and will submit future compliance reports as required by the Ministry for Seniors and Accessibility.
Reviewing existing accessibility procedures and updating them, as required	The Town continues to monitor and review existing accessibility policies to be in compliance with the AODA and IASR.



2023-2028 Multi-year Accessibility Plan	Status Updates
<p>Continuing to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Town’s onboarding process</p>	<p>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.</p> <p>Completion of the training course is a mandatory requirement of the new hire process for employees. Some of the onboarding modules for new hire are:</p> <ul style="list-style-type: none"> • AODA Customer Services Standards Training • IASR: Information & Communications Standards and Employment standards • Understanding Human Rights Training (AODA Edition)
<p>Consulting with and seeking the input of MAAC on physical improvement projects and other Town initiatives</p>	<p>In 2022, MAAC has provided comments on 24 site plan reviews, including accessible parking spaces and accessible path of travel. Comments were provided to Planning staff. MAAC also provided comments on the Multi-year Accessibility Plan for 2023-2028, the 2022 Election Accessibility Plan and received the Town’s Accessibility Plan Status Report.</p> <p>In 2023, MAAC has provided comment on 15 site plan reviews, including accessible parking spaces and accessible path of travel. Comments were provided to Planning staff. MAAC also provided comments on accessibility features in parks, and received updates on the accessibility requirements in the</p>

2023-2028 Multi-year Accessibility Plan	Status Updates
	<p>Town's Zoning By-laws and Ontario Building Code.</p> <p>In addition, The Engineering and Parks Standards Manual (Standards) is updated frequently to ensure that municipal infrastructure is designed and constructed in accordance with the AODA Act and industry best practices by implementing the design recommendations outlined in the AODA Act and the Accessibility for Ontarians with Disabilities Design of Public Spaces Standards (AODA-DOPS). An example of this includes establishing the minimum horizontal and vertical clear passageways for Town infrastructure such as sidewalks, trails and walkways into buildings.</p>
<p>Monitoring the review of accessibility legislation by the Province to determine impacts to the Town and reporting to Town Council, as appropriate</p>	<p>The Town continued to monitor the changes to the legislations. There was no change to the legislation in 2022-2023.</p>
<p>Complying with the accessibility requirements set out in the Municipal Elections Act, 1996 when conducting the 2022 municipal and school board election</p>	<p>A number of initiatives were undertaken during the planning and implementation of the 2022 Municipal Election to identify, remove, and prevent barriers facing candidates and voters with disabilities. Post-Election, the Clerk prepared an Accessibility Report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. This report was posted on the Town's website and made available to the public, as per Section 12(3) of the Municipal Elections Act, 1996.</p>
<p>Continuing to share information and network with accessibility staff from</p>	<p>During 2022-2023, Town staff continued to be part of ONAP network. Furthermore, Town staff</p>



2023-2028 Multi-year Accessibility Plan	Status Updates
Halton's municipalities, the Ontario Network of Accessibility Professionals (ONAP) and the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO)	also attended information workshops hosted by AMCTO on converting accessible documents in 2020.
Updating all Town of Milton websites to WCAG 2.0 Level AA by January 1, 2021	<p>All Town of Milton websites are WCAG 2.0 Level AA compliant as of Jan. 1, 2021</p> <p>The Town is currently conducting a website redevelopment project that will result an updated content management system. As part of the RFP process, WCAG 2.0 Level AA is required, to ensure our website is accessible to our residents and partners, and meets legislative requirements.</p>
Working with the Town's web services vendor to make web page accessibility checking an automated step in page publication	As part of the Town's daily operations, SiteImprove is used to monitor and maintain accessibility compliance. When an issue is identified through SiteImprove the Town works to resolve the issue promptly. In the event the matter resides with the external content management system, the Town works with their vendor to ensure compliance.
Implementing a periodic spot check of web page accessibility by staff	As part of the Town's daily operations, all Town content and documents are required to be accessible before publishing content. Where content is third-party, the Town works with the partner/vendor to be compliant. Where not possible, the Town issues a statement on the web page indicating alternative formats can be attained through a request.
Continuing to take advantage of learning opportunities provided by the Accessibility	In 2022-2023, Town staff have taken part in formal/informal learning opportunities provided

2023-2028 Multi-year Accessibility Plan	Status Updates
Directorate of Ontario and accessibility forums	by AMCTO, and Accessibility training through Cure for Gravity on making documents accessible and remediation of document.

Next Steps

Town staff will continue to meet the requirements of the AODA and IASR and undertake further actions to prevent and eliminate barriers to persons with accessibilities. 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.

2024 Milton Transit Accessibility Plan



Table of Contents

- 2024 Milton Transit Accessibility Plan 1**
- Section 1 Executive Summary3**
 - Milton Transit is committed to: 3
- Section 2 Milton Transit Services Profile4**
 - Conventional Service - 2023 Service Profile 4
 - Specialized Service - 2023 Service Profile 5
- Section 3 Previous Accessibility Achievements.....6**
 - Conventional Transit 6
 - Specialized Transit..... 7
 - Administration and Policy 7
 - 2023 Work Plan Progress..... 8
- Section 4 2024 Accessibility Work Plan9**
 - IASR 191/11 Transportation Compliance Initiatives..... 10
- Section 5 Methodology for Plan Review and Update 11**
- Section 6 Process for Managing, Evaluating, Taking Action on Customer Feedback ... 11**
 - Receiving Feedback (Customer Generated) 11
 - Gathering Feedback (Milton Transit Generated)..... 12
- Section 7 Process for Estimating Demand for Specialized Transportation Services 13**
- Section 8 Steps to Reduce Wait Times for Specialized Transportation Services 14**
- Section 9 Procedures to Address Equipment Failures 15**
 - Conventional and Specialized Transit Services 15

Section 1 Executive Summary

Milton Transit plays a key role providing a safe and reliable mobility option to residents and visitors of all abilities. Driven by customer need, expectation, corporate policies and Provincial legislative requirements, a forward-thinking, accessibility presence remains a priority for Milton Transit. To promote Milton Transit as a viable transportation option, all customers must have access. Transit system accessibility consists of the following components:

- Purchase of accessible vehicles
- Improved service levels
- Service and fare integration with other transit systems
- Barrier-free pedestrian connections
- Accessible/hard surface bus stops
- Passenger amenities (e.g. shelters, wayfinding, etc.)
- Responsive snow clearing standards
- Availability of accessible transit information
- Supportive operational programs, policies and customer service

Milton Transit can be the primary means of travel to and from work, school, medical appointments, community events and social activities. As Milton Transit accessibility improves, everyone benefits. The purpose of the Transit Accessibility Plan is to identify barriers and establish strategies to address local accessibility issues. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, this plan will undergo public consultation to assess progress.

Milton Transit is committed to:

- the continuous improvement of accessible public transit services;
- including people with disabilities in developing/reviewing the annual accessibility plan, in parallel with the Town's multi-year accessibility plan and annual updates;
- providing accessible services to customers, employees and contractors; and
- optimizing municipal investments to provide the right service for individuals (e.g. door-to-door specialized transit, ondemand transit, accessible conventional services, etc.).

Section 2 Milton Transit Services Profile

Milton Transit delivers conventional (includes OnDemand) and specialized transit services. Tables 1 and 2 provide a summary of operational profiles.

Conventional Service - 2023 Service Profile

Table 1: Summary of Conventional Transit Service

Criteria	Description
Type of service	<p>Fixed route, interlined - radial service at the Milton GO Station terminal (780 Main Street East). Alternative Service Delivery (ASD) via Milton Transit OnDemand. Cross boundary service to Mississauga, service and fare integration with MiWay, Brampton Transit and GO Transit.</p> <p>Contracted operation provided by Diversified Transportation (PWTransit Canada) with Town-owned fleet.</p>
Hours of service	<ul style="list-style-type: none"> • Monday to Friday 5:15 am to 10:11 pm • Saturday 7:10 am to 7:40 pm
Annual passenger boardings	<ul style="list-style-type: none"> • 681,199
Number of fixed routes	<ul style="list-style-type: none"> • 10 regular fixed routes • 5 school extra routes • 4 OnDemand zones
Types of services	<ul style="list-style-type: none"> • Fixed-route service, school extras, OnDemand service
Fleet composition	<ul style="list-style-type: none"> • 17 accessible heavy-duty, conventional buses • 6 accessible medium-duty buses

Specialized Service - 2023 Service Profile

Table 2: Summary of Specialized Transit Service

Criteria	Description
Type of service	<p>Shared ride, door-to-door, pre-booked service for eligible residents and visitors. Registrants are able to book trips up to seven (7) days in advance.</p> <p>Contracted operation provided by Diversified Transportation (PWTransit Canada) using dedicated mini-buses.</p>
Hours of service	<ul style="list-style-type: none"> • Monday to Friday 5:20 am to 10:11 pm • Saturday 7:10 am to 7:40 pm
Annual passenger trips	<ul style="list-style-type: none"> • 24,215
Fleet requirements	<ul style="list-style-type: none"> • 6 accessible mini-buses

Section 3 Previous Accessibility Achievements

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

The following accessibility improvements have been completed:

Conventional Transit

- Purchased fully accessible buses. All conventional transit buses have been 100% accessible since 2009. These buses include accessibility features such as low floors and mobility aid ramps, high contrast stanchions/handrails, illuminated external electronic destination signs, stop request buttons/pull cords, slip resistant flooring and the clear identification of priority and courtesy seating areas (ongoing).
- Installed bus stops, shelters and accessible landing pads at a variety of bus stop locations throughout the service area (ongoing).
- Installed updated static departure/scheduling information at all bus stops (ongoing).
- Constructed a designated 'transit only' lane on Drew Centre, at the Milton GO Station, used for safe passenger boarding and alighting (2012).
- Installed and implemented electronic visual and audible announcement and pre-board announcement equipment (2016).
- Identified support persons and removed fare requirement (2014).
- Made available accessibility equipment information on Milton Transit web page, www.miltontransit.ca (2014).
- Implemented and expanded Open Data to support trip and journey planning across the Greater Toronto and Hamilton Area (ongoing).
- Installed and launched onboard vehicle surveillance system (2021).
- Updated bus stop signage with high-contrast branding (2023)

Specialized Transit

- Developed and implemented centralized reservation process, same-day booking process, and established no-show/cancellation policies (2014).
- Aligned specialized transit service area with conventional service area, while maintaining access to all eligible residents within municipal boundaries (2013).
- Implemented updated eligibility procedures for the specialized transit application process (ongoing).
- Introduced categories of eligibility as part of the eligibility process under the eligibility criteria for specialized transit services (2017).
- Established an independent in-person eligibility and appeal process (2016).
- Committed to a Memorandum of Understanding (MOU) with all Greater Toronto and Hamilton Area (GTHA) specialized transit service providers to accept registrants and associated service connections (2016).
- Introduced dedicated specialized services with Town-owned accessible transit fleet (2020)
- Launched optimized scheduling application, with phone, mobile and online booking availability (2021).
- Implemented service connection with Halton Hills ActiVan and Peel TransHelp (2022).

Administration and Policy

- Updated Milton Transit website with greater opportunities for increased customer service and accessible display of transit information, policies and programs (ongoing).
- Use of Milton Transit social media, including X and Facebook (ongoing).
- Expanded use of travel training app Magnusmode (2023).
- Established and updated corporate accessibility policies (ongoing).
- Implemented emergency preparedness, response and evacuation procedures for operators of conventional and specialized transit service (ongoing).
- Implemented fare and service parity in parallel with accessible conventional services (2012).

- Developed criteria, policies and procedures for service use by visitors and registrants from other municipalities for specialized transit services (2013).
- Developed associated policies and procedures for the communication of service delays and travel with companions and children on specialized transit services (ongoing).
- Participated on the Ontario Public Transit Association (OPTA) Accessibility Committee and GTHA Accessibility Working Group, providing for the collaborative sharing of best practices among Ontario transit systems with respect to achieving accessibility specifically in regard to IASR 191/11 requirements (ongoing).
- Launched mobile fare payment and e-ticketing solution, Token Transit (2020).
- Launched Milton Transit OnDemand services (2021).
- Launched third party trip-planning applications such as Google Maps and Transit App, integrated with e-ticketing solution (2023).

2023 Work Plan Progress

The 2023 Accessibility work plan consists of administrative, service-related and infrastructure rehabilitation projects. The following table provides a summary of actions and progress to date:

Actions	Progress to Date
1. Continue to improve infrastructure at bus stops and other related transit infrastructure. Install accessible bus pads at various locations.	Completion of nine (9) accessible bus pads in 2023.
2. Install transit shelters at a number of bus stop locations throughout town.	Installation of nine (9) bus shelters in 2023.
3. Finalize the rollout of Milton Transit branding on new bus stop signs, ensuring sign visibility and legibility.	Completed in June 2023.
4. Reintroduce transit services to pre-COVID levels.	Completed. Service to pre-COVID levels in January 2023.
5. Implement service improvements to maintain service reliability, improve coverage.	Completed. Service reintroduction and growth in September 2023.

6. Introduce a Youth Ambassador Program to highlight and support mobility options for youth.	Completed. Launched with two (2) volunteers from MDHS in 2022-2023.
7. Update Fare Policy; review opportunity to support mean-based fare programming.	In progress.
8. Formalize Initiate Milton Transit Service Review and Master Plan Update to define future service requirements.	In progress. Expected completion in June 2024.

Section 4 2024 Accessibility Work Plan

Milton Transit is compliant with all requirements of the IASR 191/11, AODA.

The following provides a summary of the actions planned in 2024 that will make Milton Transit more accessible:

- Improve bus stop areas other related transit infrastructure. Install accessible bus pads at various locations.
- Install transit shelters at a number of bus stop locations throughout town.
- Install route maps in all transit shelters.
- Implement service improvements to maintain service reliability, improve coverage.
- Expand Youth Ambassador Program to additional secondary schools.
- Update Fare Policy; review opportunity to support means-based fare programming; single use fares.
- Update Milton access+ and Milton OnDemand cancellation and no-show policies.
- Complete the Five-Year Transit Service Plan and Master Plan Update to define and inform future service requirements.
- Continue to participate on regional specialized transit committees to improve cross-boundary travel.

IASR 191/11 Transportation Compliance Initiatives

There are no compliance initiatives in 2023 specific to transportation services. For further details related to corporate IASR 191/11 compliance initiatives and subsequent work plans, please refer to the 2023 - 2028 Town of Milton Multi-Year Accessibility Plan.

It is important to note that the availability of sustainable resources contributes to the pace of progress for reducing or eliminating accessibility barriers. If resource constraints exist, prioritization of initiatives is required. While it is important to focus on the removal of barriers, it is equally important to recognize the vast steps taken in a relatively short timeframe.

Section 5 Methodology for Plan Review and Update

Consistent with requirements from the IASR 191/11, the 2023-2028 Town of Milton Accessibility Plan provides guidance for the 2024 Milton Transit Accessibility Plan. The Transit Accessibility Plan details accessibility initiatives that reflect IASR 191/11 compliance as well as supporting the continuous removal of accessibility barriers. Improvements are reported annually and are used to measure progress and develop subsequent work plans.

There are two (2) key inputs to the Transit Accessibility Plan, including:

1. Legislative and regulatory requirements and associated compliance timelines
2. Customer feedback and annual public consultation

The 2024 Milton Transit Accessibility Plan feeds directly into business practices as well as annual capital and operating budget recommendations.

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

Customer feedback is important to measure the pulse of the transit system and identify areas for service improvement. The following sections outline the process for receiving, managing, evaluating and taking action on customer feedback.

Receiving Feedback (Customer Generated)

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

The Customer Service Information Centre (operated by the transit service provider) receives feedback related to service operations, whereas Town staff receive planning and administration-related feedback for review and response. Corporate response policies outline how customer feedback is retained and responded to. Customers and residents can provide comments in a number of formats, including: telephone, in person, mail, email, website and social media accounts (Facebook and X). In all cases, when a customer has made an inquiry or requested a response, Milton Transit staff replies to the customer in the same format the inquiry was received.

Upon receipt, staff forward service requests to the appropriate area for review and response. In the event that a request can be acted upon outside of the service planning process, appropriate action is taken and the customer is advised accordingly.

The service provider completes all investigations and actions on recorded complaints, as appropriate. Customers who request a response to a complaint are advised of the investigation and response timelines for actions. Categorization of complaints received support trend analysis and whether new programs, policies and services require further examination.

The contracted operations supervisor (or designate) acknowledges all compliments received about Milton Transit service delivery employees in the form of an open memo or letter for the quality customer service they have provided.

Gathering Feedback (Milton Transit Generated)

Milton Transit uses a number of methods to gather feedback from customers, including:

- Online feedback engagement tool - Let's Talk Milton - as required
- Online surveys via Milton Transit web page - as required
- On-board surveys - as required
- Town committees - as required
- Peer consultations - ongoing
- Service Plan development and process - annually
- Service Reviews - as required
- Transit Master Plan development and process - approx. every five (5) years

All information collected assist in making recommendations and adjustments for service improvements.

Section 7 Process for Estimating Demand for Specialized Transportation Services

The process to identify service demand requirements for specialized transit services includes an analysis of factors and influences which can vary over time. These factors include:

- Historic ridership trends and growth analysis on both conventional and specialized transit services.
- Eligibility criteria for specialized services, noting given requirements under IASR 191/11 involving transition to categories of eligibility in 2017.
- Accessibility levels of conventional transit services, including: accessible bus/service availability and associated stops and amenities. This factor also depends on the extent to which specialized transit customers can use accessible conventional service when possible, as well as the level of service connectivity that exists between conventional and specialized services.
- The location of key origins and destinations within the Milton Transit service area and their proximity to one another, including the Milton GO Station, older adult homes, medical facilities, rehabilitation facilities, medical offices, Milton District Hospital and major retail areas (primary origins and destinations for specialized transit customers).
- Local demographics and trends.
- Anticipated changes to local policies and procedures.
- Review of incremental annual increase in demand
- Population growth and development

Further analysis of ridership and demand forecasting provides input into the annual budget process. It is important to note that at any point in time, the impact level of these factors vary, and as such, determining demand for specialized services is an ongoing exercise.

Section 8 Steps to Reduce Wait Times for Specialized Transportation Services

Specialized transit customers consistently identify on-time performance as a high priority. Milton Transit retains a service contractor that provides dedicated bus services, which includes same day service availability. However, there are a number of factors that impact service wait times. These factors include, but are not limited to:

- Traffic conditions caused by weather conditions, road construction, train crossings, etc.
- Site issues from drop-off locations (e.g. automobiles parked in designated drop-off locations)
- Customers not ready for their pick-up in their pick-up window
- Late cancellations and no shows (e.g. customers who do not take their scheduled trip and do not cancel in advance triggers the service provider to wait an additional five (5) minute past a scheduled reservation (policy driven), which may impact future consecutive trips)

A contracted centralized reservationist approved and implemented in 2014 has provided further control and monitoring of scheduled trips, with emphasis on addressing trip no shows and other procedural obligations to minimize customer wait times. Additionally, the implementation of scheduling/dispatching software has provided further information to assist in improving scheduling and subsequent operations, with the ability to measure system performance. Further service delivery adjustments planned in 2023 will continue to address on time performance, using Town-owned, dedicated specialized transit vehicles.

Staff will continue to work on reducing wait times for specialized services. This will be done through the addition of more vehicles and schedule optimization tools, expanded use of online and mobile applications.

Section 9 Procedures to Address Equipment Failures

Conventional and Specialized Transit Services

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

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

- Operators submit daily bus defect reports to maintenance staff at the end of service day for follow-up prior to bus redeployment.
- Every evening when buses are serviced (refueled, farebox emptied, etc.), employees review typical operational components. In the event that an issue is discovered/identified, technicians complete the repair immediately, or remove the affected bus from next day service (for future maintenance).
- Each day, prior to a bus pull out from the garage, operators complete a pre-trip inspection and circle check, ensuring that the bus is functioning properly. This check includes various accessibility features on the bus (i.e. ramp, kneeling feature, mobility securement equipment, etc.). If there are any non-functioning equipment, operators will attempt to have the issue repaired prior to entering service. A replacement bus is assigned for occurrences when repairs cannot be complete in time.

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

- Bus operator contacts dispatch and relays the defect information.
- Dispatch determines the extent of the defect and identifies a change-off location and estimated time.
- In consultation with maintenance staff, dispatch arranges for a replacement bus.

These procedures can be impacted by severe weather events or other vehicle issues that could result in the inability to replace all affected buses (e.g. severe weather conditions affecting the functionality of the bus ramp or kneeling features).