

# 2025 Milton Transit Accessibility Plan



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## 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 - 2024 Service Profile

Table 1: Summary of Conventional Transit Service

Criteria	Description
Type of service	<p>Fixed route, interlined - hub-and-spoke 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 Keolis - PWTransit Canada with Town-owned fleet.</p>
Hours of service	<ul style="list-style-type: none"><li>Monday to Friday 5:25 am to 10:15 pm</li><li>Saturday 7:00 am to 7:53 pm</li></ul>
Annual passenger boardings	<ul style="list-style-type: none"><li>1,211,510</li></ul>
Number of fixed routes	<ul style="list-style-type: none"><li>10 regular fixed routes</li><li>5 school extra routes</li><li>4 OnDemand zones</li></ul>
Types of services	<ul style="list-style-type: none"><li>Fixed-route service, school extras, OnDemand service</li></ul>
Fleet composition	<ul style="list-style-type: none"><li>21 accessible heavy-duty, conventional buses</li><li>6 accessible medium-duty buses</li></ul>

## Specialized Service - 2024 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 Keolis - PW Transit Canada using dedicated mini-buses.</p>
Hours of service	<ul style="list-style-type: none"><li>Monday to Friday 5:25 am to 10:15 pm</li><li>Saturday 7:00 am to 7:53 pm</li></ul>
Annual passenger trips	<ul style="list-style-type: none"><li>27,253</li></ul>
Fleet requirements	<ul style="list-style-type: none"><li>8 accessible mini-buses</li></ul>

## 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 annunciation and pre-board annunciation equipment (2016).
- Identified support persons and removed fare requirement (2014).
- Made available accessibility equipment information on Milton Transit web page, [www.miltontransit.ca](http://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).

## 2024 Work Plan Progress

The 2024 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. Improve bus stop areas other related transit infrastructure. Install accessible bus pads at various locations.	Completion of 10 accessible bus pads in 2024.
2. Implement service improvements to maintain service reliability, improve coverage.	Completed. Service growth in September 2024 with the addition of new stops and installed route maps in all shelters.
3. Expand Youth Ambassador Program to additional secondary schools.	In progress. The program has been extended with (2) volunteers from Bishop P.F Reding CSS.
4. Update Fare Policy; review opportunity to support means-based fare programming; single use fares.	In progress.



5. Update Milton access+ and Milton OnDemand cancellation and no-show policies.	In progress. Policy drafted to clarify guidelines for riders and to support equitable access by minimizing service disruptions.
6. Complete the Five-Year Transit Service Plan and Master Plan Update to define and inform future service requirements	Completed in June 2024.
7. Continue to participate on regional specialized transit committees to improve cross-boundary travel.	In progress.

## Section 4 2025 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 2025 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.
- Implement service improvements to maintain service reliability, improve coverage with the introduction of 30-minute frequency all day.
- Increase information dissemination methods. Understanding different people receive information in different ways, expanding public communication approaches to maximize reach and therefore access.
- Expand Youth Ambassador Program to additional secondary schools.
- Update Fare Policy; review opportunity to support means-based fare programming; single use fares and match Halton Region's contribution in the Subsidized Passes for Low Income Transit (SPLIT) program. This will provide a 100 per cent subsidy on transit tickets and passes for eligible low-income Milton residents, ensuring that local transit is more accessible and affordable for those in need.
- Enact Milton access+ and Milton OnDemand cancellation and no-show policies to serve as an educational piece that ensures equal access by improving service efficiency.

- Initiate Phase 1 of the Five-Year Transit Service Plan and Master Plan: new stop amenities to enable new routes and improve accessibility & comfort.
- Maintain website and mobile application updates (2023-2028 Corporate Accessibility Plan for Consultation)
- Continue to respond to accessibility related complaints in a timely fashion and review feedback and or complaints to improve service.
- Ensure that customer service staff including our contractor are trained on AODA requirements
- Expand service hours Monday to Friday until 10:30 p.m., starting in September 2025.
- Introduce new Sunday service that will run from 7 a.m. to 7 p.m., starting in September 2025.
- Purchase seven (7) new buses to meet growing trip demand and reduce wait times, for service expansion in 2026.
- Maintain alignment with the 2023-2028 Town of Milton Multi-Year Accessibility Plan
- 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 2025 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 2025 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 2025 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 2025 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).