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Sent: June 10, 2021 12:06 PM
To: Davenport, Alicia <Alicia.Davenport@hamilton.ca>
Cc: Dalle Vedove, Debbie <Debbie.DalleVedove@hamilton.ca>; Sabourin, Ali <Ali.Sabourin@hamilton.ca>; Martin, Michelle <Michelle.Martin@hamilton.ca>; Pena, Sylvia <Sylvia.Pena@hamilton.ca>
Subject: INFORM: HSR Team Structure Change

Dear ACPD:

The City of Hamilton's Transit Division is committed to creating a culture of positive change as we continue to (Re)envision the HSR. I am writing to inform you about a change to our team's structure at the HSR that will go into effect today.

The Customer Experience and Innovation (CXI) team was created in 2017 and encompassed Accessible Transit Services (ATS) and CXI programs such as (Re)envision. Given the size and complexity of these distinct portfolios, we have decided to recreate a separate ATS section with a Manager that will report directly to the Director.

This change will not impact our service delivery or the specific roles within the teams. Rather, it will increase focus and reinstate a dedicated position for ATS within the Transit Leadership Team.

Later this month, HSR will be recruiting for the Manager, ATS position. In the interim, Michelle Martin will be the Acting Manager, ATS.

Please feel free to contact me should you have any questions about these changes.

Best regards,

Debbie Dalle Vedove

Director of Transit

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The City of Hamilton encourages physical distancing and increased handwashing. Learn more about the City's response to COVID-19 www.hamilton.ca/coronavirus



Thank you!

Thousands of you have told us how to make transit your first choice. Find out what's next, visit: hamilton.ca/reenvision