

<b>Accessible Transportation Services (ATS) Eligibility Appeal Policy</b>		Issue Date: April 2024
Transit Division		Version: Initial Release
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<b>Accessible Transportation Services (ATS) Eligibility Appeal Policy</b>	
<b>POLICY STATEMENT</b>	The ATS Eligibility Appeal Policy ensures Transit Division compliance with the Accessibility for Ontarians with Disabilities Act (AODA) requirement to provide an independent appeal process for applicants to Accessible Transportation Services.
<b>PURPOSE</b>	The purpose of this policy is to comply with the Integrated Accessibility Standards Regulation of the AODA which addresses appeals for applicants to specialized transit as provided by ATS (O. Reg. 191/11, s. 64 (5)).
<b>SCOPE</b>	This policy and the related procedure apply to work done by ATS staff to process applications, and work done by ATS Eligibility Appeal Panel members.
<b>PRINCIPLES</b>	<p>The following principles apply to this Policy:</p> <ol style="list-style-type: none"> <li>1. Those persons who experience barriers to using the HSR (conventional transit) due to disability should have access to specialized transit to remove barriers and enhance their quality of life.</li> <li>2. Decisions about eligibility of applicants for specialized transit are made in an objective, consistent and fair manner.</li> </ol>
<b>TERMS &amp; CONDITIONS</b>	<p>The following terms and conditions apply to this Policy:</p> <ol style="list-style-type: none"> <li>1. Appeals shall be reviewed at hearings conducted by the ATS Eligibility Appeal Panel, which shall be comprised of a member of the City's Accessibility Committee for Persons with Disabilities (ACPD), an Occupational Therapist or Orientation and Mobility Specialist, and a staff member of the City's Talent and Diversity section.</li> <li>2. The decision of the ATS Eligibility Appeal Panel shall be final. If there is new or updated information to consider after a final decision is rendered, the Applicant shall submit a new application for service.</li> </ol>
<b>COMPLIANCE</b>	In accordance with the AODA, decisions on appeal shall be made within 30 calendar days after receiving the completed

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	<p>appeal application.</p> <p>Where the decision is not made within 30 calendar days, temporary eligibility shall be granted to the Applicant until the final appeal decision is made.</p>
<b>RELATED DOCUMENTS</b>	<p>The following related documents are referenced in this Policy:</p> <ol style="list-style-type: none"> <li>1. PW-TR-ATS-P-006-006 Accessible Transportation Services Eligibility Appeals Procedure; and</li> <li>2. <a href="#">Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards Regulation (O. Reg. 191/11)</a>.</li> </ol>
<b>HISTORY</b>	<p>The following stakeholders were consulted in the creation or revisions made to this Policy:</p> <p>Accessibility Committee for Persons with Disabilities;  City of Hamilton Transit Leadership Team;  City of Hamilton Talent and Diversity Division; and  City of Hamilton Legal Services.</p> <p>This Policy, in conjunction with the related procedure, replaces the former ATS Eligibility Appeal Panel Terms of Reference dated November 19, 2012.</p>

<b>Approved By</b>	<b>Date of Approval</b>
Vicki Schweyer-Querney, ATS Supervisor	March 26, 2024
Michelle Martin, Manager of ATS	March 26, 2024
Maureen Cosyn Heath, Director of Transit	April 5, 2024