




INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Accessible Transportation Services Policy Review (PW24067) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michelle Martin (905) 546-2424 Ext. 2765
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

On December 8, 2020, the former Advisory Committee for Persons with Disabilities (now known as the Accessibility Committee for Persons with Disabilities) recommended the following motion to the General Issues Committee (Item 6 of Accessibility Committee for Persons with Disabilities Report 20-007):

“... (a) That the Advisory Committee for Persons with Disabilities respectfully requests that City Council direct HSR and ATS staff to work directly to review and amend the full slate of existing policies, and compose a full slate of new policies in compliance with AODA requirements;

(b) That these policies upon their completion be forwarded to City Council for review and adoption;

(c) That HSR and ATS staff fully assist the Advisory Committee for Persons with Disabilities in this policy review and composition including staffing and resource allocation; and,

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Accessible Transportation Services Policy Review
(PW24067) (City Wide) - Page 2 of 3**

(d) That these policies be reviewed by the HSR and ATS staff in consultation with the Advisory Committee for Persons with Disabilities regularly, and at the very least every 5 (five) years in order that these policies remain current.”

The General Issues Committee then directed staff to report back to Public Works Committee respecting the above (Item 3(d), General Issues Committee Report 21-003).

INFORMATION

Accessible Transportation Services is working to update and consolidate all existing policies and processes into a slate of revised policies and their related procedures and forms. These will be maintained according to Public Works process to become part of the Accessible Transportation Services controlled document inventory. As they are written, all passenger-facing policies will supersede those that are currently housed with the contractor (DARTS) for the shared-ride, door-to-door service.

The above motion informs the present approach taken by Accessible Transportation Services (see also Item 8.2, Accessibility Committee for Persons with Disabilities meeting 24-002). For example, Accessible Transportation Services recently reviewed Eligibility Policy updates with both the Accessibility Committee for Persons with Disabilities and its Transportation Working Group (Item 8.2, Accessibility Committee for Persons with Disabilities meeting 24-003; see Report PW24051).

This review of the Accessible Transportation Services Eligibility Appeal Policy and related forms and letters understandably took many months to complete, and it is indicative of the time and effort it takes for both Accessible Transportation Services and Accessibility Committee for Persons with Disabilities members to accomplish such a project. The necessary internal staff reviews must also be considered to ensure legislative and City policy compliance.

With this effort in mind, Accessible Transportation Services sent a letter to the Accessibility Committee for Persons with Disabilities which was received at its meeting of June 11, 2024 (Accessibility Committee for Persons with Disabilities meeting 24-005, Item 5.1). Discussion continued with the Transportation Working Group meeting of July 23, 2024. At this meeting, staff provided an updated list of policy reviews completed with the Working Group from 2006 to the present, compiled from Accessible Transportation Services records that illustrate the number of policies that should migrate from contractor policies to Accessible Transportation Services policies for good governance and clear role definition.

**SUBJECT: Accessible Transportation Services Policy Review
(PW24067) (City Wide) - Page 3 of 3**

At the August 13, 2024, Accessibility Committee for Persons with Disabilities meeting, a motion was carried to establish an ad hoc working group dedicated to policy review, to continue until such review has been completed. The ad hoc working group will include the Manager of Accessible Transportation Services and/ or designate (Accessibility Committee for Persons with Disabilities meeting 24-007, Item 12.1; General Issues Committee Report 24-014). Accessible Transportation Services confirmed the plan to begin the ad hoc working group with the Transportation Working Group at its meeting on August 27, 2024. Accessible Transportation Services is looking forward to working closely with the Accessibility Committee for Persons with Disabilities as we continue the work of policy update and consolidation.

APPENDICES AND SCHEDULES ATTACHED

N/A