

Accessibility Committee for Persons with Disabilities

ATS Policy Review Working Group Work Plan

Vision Statement

HSR Guiding Principle 1: Customer experience is at the heart of what we do.

HSR Guiding Principle 2: We honor equity, diversity, and inclusion.

Mission Statement

To ensure delivery of quality specialized transit service in compliance with the Accessibility for Persons with Disabilities Act Integrated Accessible Services Standard (Ont. Reg. 191/11).

Mandate

Accessible Transportation Services (ATS) has begun a review of policies governing accessible transportation services. Currently, policies have been established by the City, and others by the Contractor, and there is opportunity for overlap and lack of clarity in ownership that has developed over time. The goal is to ensure that roles and responsibilities are clearly defined, that customer facing policies rest with the City and that the Contractor has appropriate operational policies in place to ensure quality service delivery. ATS is completing this work based on the Accessibility for Persons with Disabilities (ACPD) report to the General Issues Committee back in 2020 (Item 6 of the ACPD Report 20-007) and this has been incorporated into the ATS Road Map presented to the Public Works Committee in 2024 (Item 8.2, ACPD meeting 24-002). The following considerations apply:

1. The list of policies slated for review shall include all policies listed in the document compiled by ATS and provided to the ACPD Transportation Working Group July 23, 2024;
2. Policies may be added to the list for review according to the prudent judgement of the ATS staff, according to operational need or based on suggestions from the Policy Review Working Group; and
3. Once the above-mentioned list is exhausted, the ATS Policy

Review Working Group shall be disbanded and ATS policy review shall revert back to the ACPD Transportation Working Group; and

4. As policies are reviewed and the controlled versions finalized, they will be scheduled for review by ATS with the Transportation Working Group according to the frequency established by the Public Works Department, if policy updates are proposed, or, if no updates are proposed, every five years.