

Transportation Working Group Meeting Notes

January 28, 2025

1. ATS Policy Review Working Group/Committee:

- Now that workplan has been approved and ATS has already sent the list of policies for review and consolidation into ATS customer-facing policies, work of Policy Review Working Group can begin; ATS awaits the preferred monthly date from ACPD. Between all 5 ATS leadership team members ATS should be able to cover the preferred monthly date each month
- ATS will bring a proposed plan for consolidating previously-reviewed policies into ATS customer-facing policies to first meeting with a proposed schedule for review to discuss with the group

2. Video breach, have steps been taken to insure this doesn't happen again? How can passengers on video get their images taken down from YouTube?:

- Working group member asked Michelle for specific direction on how someone affected would go about having their videos removed from YouTube because they were approached by one of the impacted clients

- ATS Manager reviewed, generally, the contents of letter sent to impacted ATS clients in December 2024, which outlined the steps required to facilitate the removal videos that included their images from YouTube, including link/ url for accessing the necessary form; the letter included the ATS Manager contact information, contact information for the Corporate Privacy Specialist and the Ontario Office of the Information and Privacy Commissioner
- Any affected ATS Clients who approach ACPD members for assistance can be directed to the ATS Manager to personally assist them with completing the form to submit to YouTube to request removal of the videos, and the ATS Manager contact information can be provided for this purpose – Manager to email phone number and extension to working group member who communicated this inquiry
- Question was raised regarding the role of ACPD to discuss ATS Client privacy protection; Michelle advised that ACPD commentary is always valued and appreciated and that there will be an opportunity for additional comment when customer-facing policies regarding video on board vehicles are reviewed as part of Policy Review Working Group work
- Question was asked about penalty to Contractors and/or Subcontractors for privacy violations/breaches; these would be contractual matters that would not be

discussed at ACPD, and the investigation is not yet completed

- ATS cannot go into detail due to the ongoing investigation, but both ATS and the contractor are taking this very seriously, and the contractor is reviewing internal policies and procedures
- Question was asked about protection of privacy generally in the City; there is City policy and a Corporate Privacy Specialist; any complaint from an ATS Customer concerning a privacy breach would be escalated to the ATS Manager
- Working group raised that HSR has a 72-hour policy on video recordings, and asked why DARTS doesn't use a similar policy with regard to their video recording; DARTS video recording retention is currently tied to how long it takes to automatically overwrite the video; however, all aspects of video policy and procedure are being reviewed.