



Hamilton

REPORT 13-001

**ACCESSIBLE TRANSPORTATION SERVICES REVIEW
SUB-COMMITTEE**

Wednesday, August 14, 2013

1:30 p.m.

Room 264

Hamilton City Hall

Present: Councillor S. Merulla, Chair
Councillor L. Ferguson, Vice-Chair
Councillors S. Duvall and J. Farr

Absent with
Regrets: Councillor T. Whitehead, City business

**THE ACCESSIBLE TRANSPORTATION SERVICES SUB-COMMITTEE PRESENTS
REPORT 13-001 TO THE PUBLIC WORKS COMMITTEE AND RESPECTFULLY
RECOMMENDS:**

1. Appointment of Chair/Vice-Chair (Item A)

- (a) That Councillor S. Merulla be appointed Chair of the Accessible Transportation Services Review Sub-committee for the 2010-2014 term of Council.
- (b) That Councillor L. Ferguson be appointed Vice-Chair of the Accessible Transportation Services Review Sub-committee for the 2010-2014 term of Council.

2. Terms of Reference (Item 5.1)

That the Terms of Reference for the Accessible Transportation Services (A.T.S.) Review Sub-committee attached as Appendix "A" to Accessible Transportation Services Review Sub-committee Report 13-001, be approved, as amended.

CARRIED

3. ATS Review – Value for Money Performance Audit

- (a) That the Audit Services Division with the assistance and resources of the Transportation Division, be directed to adjust their 2013 Performance Audit Work Plan to include a Value for Money Performance Audit of the D.A.R.T.S. program to answer the following questions and report to the Audit, Finance and Administration Committee:
 - (i) Are programs, activities or processes achieving desired objectives?
 - (ii) Are there appropriate measures in place to assess performance?
 - (iii) Are resources being utilized to their greatest productive capacity?
 - (iv) Are there opportunities to achieve objectives at a lower cost or increased revenue?
 - (v) Is the fleet makeup (mix of vehicles) correct?
 - (vi) Why have complaints increased?
 - (vii) Why has the number of staff increased and the services declined?

- (b) That the Value for Money Performance Audit, as outlined in subsection (a), include consultation with the following stakeholders:
 - (i) ATS-DARTS Clients (Registered Passengers)
 - (ii) Programs
 - (iii) Long-Term Care (LTC) Facilities
 - (iv) Health Agencies
 - (v) Seniors Advisory Committee (SAC)
 - (vi) Advisory Committee for Persons with Disabilities (ACPD)
 - (vii) Mayor and Members of Council
 - (viii) City staff
 - (ix) DARTS staff (executive, unionized, board members)
 - (x) VETS Transportation (owner)
 - (xi) Executives of CUPE and ATU

4. Delegation by Tim Nolan, Chair – Transportation Sub-committee of the Advisory Committee for Persons with Disabilities, respecting the Terms of Reference of the ATS Review Sub-committee

That the delegation by Tim Nolan, Chair of the Transportation Sub-committee of the Advisory Committee for Persons with Disabilities, proposing an on-demand service delivery model, attached as Appendix "B" to A.T.S. Review Sub-committee Report 13-001, be referred to staff of the Audit Division for inclusion in the Value for Money Performance Audit of the D.A.R.T.S. program.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA

The Committee Clerk advised there were no changes to the agenda.

The Agenda for the August 14, 2013 Accessible Transportation Services Review Sub-committee meeting was approved as presented.

(b) DECLARATIONS OF INTEREST

Councillor L Ferguson declared an interest with respect to the recommendation in Tim Nolan's delegation and to Item 4 of this Report as he is an investor in the taxi industry.

(c) DELEGATION REQUESTS

(i) Tim Nolan, Chair – Transportation Sub-Committee of the Advisory Committee for Persons with Disabilities, respecting the Terms of Reference of the A.T.S. Review Sub-committee (Item 4.1)

The delegation request from Tim Nolan, Chair of the Transportation Sub-committee of the Advisory Committee for Persons with Disabilities, respecting the Terms of Reference of the A.T.S. Review Sub-committee, was approved to be heard today.

Chair Merulla invited Mr. Nolan to address the Sub-committee at this time.

Mr. Nolan addressed the Sub-committee and copies of his hand out were distributed and are part of the public record. He requested that the Sub-committee consider the following recommendation:

That the inclusion of a full transportation service review be included in the Terms of Reference such that:

- (a) the current shared-ride service model be reviewed for replacement;
- (b) that the City move toward an "on-demand" service delivery model.

A brief discussion ensued respecting the feasibility of implementing the recommendation.

Chair Merulla thanked Mr. Nolan and the Committee received his delegation.

For further disposition of this matter, refer to Item 4 of this Report.

(d) CONSENT ITEMS

(i) Terms of Reference (Item 5.1)

The Sub-Committee members amended the Terms of Reference by deleting the last section entitled "Timing".

For disposition on this matter refer to Item 2 of this Report.

(e) PRESENTATIONS

(i) Background Information ATS Review (No Copy) (Item 7.1)

Don Hull, Director of Transportation and his staff addressed the Sub-committee with the aid of a PowerPoint presentation. Hand-outs were distributed and a copy of the presentation has been included in the official record.

Don Hull covered the following topics:

- Terms of Reference – Scope
- Scope – Service Delivery Model
- Scope – Complaints (Customer Contacts)
- 2013 Complaints (Customer Contacts) – as of June 30, 2013
- Scope – Stakeholder Consultation
- Scope – Stakeholder Consultation (2010 ATS Customer Survey)
- Scope – Technological performance
 - Inventory of Technology
- Scope – ATS Benchmarking (2008 & 2011)
 - Trips per Revenue Hour
 - Revenue/Cost Ratio
 - Cost per Revenue Hour
 - Trips per Capita
 - Cost per Trip
- Rate of Expenditure Increase – Assessment of DARTS Staffing
- Fleet makeup – 2011 CUTA Fact Book
- Distribution of Trips – 2012
- Scope – Council's Strategic Priorities
- Summary – Assessment of Achievement of Council's strategic Plan
- Staff support
- Value for Money

The Committee requested that staff report back on the make up of the complaints received. Are they submitted by different clients or always by the same clients?

The staff presentation respecting Background Information A.T.S Review was received.

See Item 3 of this Report.

(f) DISCUSSION ITEMS

- (i) Correspondence from Peter Hasek respecting thoughts on the DARTS article in the Hamilton Spectator (referred from Council – June 12, 2013)**

The Item of Correspondence from Peter Hasek respecting thoughts on the DARTS article in the Hamilton Spectator, was received.

(g) ADJOURNMENT

The Accessible Transportation Services Review Sub-committee meeting was adjourned at 3:00 p.m.

**Councillor S. Merulla, Chair
ATS Review Sub-committee**

**Ida Bedioui, Legislative Co-ordinator,
City Clerk's Office**

Appendix "A" to Item 2 of A.T.S. Review Sub-committee Report 13-001

Accessible Transportation Services (ATS) Review Sub-Committee Terms of Reference – *As Amended*

Purpose

To review the efficiency & effectiveness of the Accessible Transit Services (ATS) program and make recommendations to the Public Works Committee.

Membership:

Sub-Committee comprised of 5 Councillors.

Scope:

Analysis of Service Delivery model.

Analysis of Customer Contacts (stakeholder expectations).

Stakeholder consultation as deemed appropriate by the Sub-committee.

Review of current Governance models in Canada.

Technological performance.

Benchmarking analysis.

Assessment of conformance with Council's Strategic Plan.

Meetings:

At the Call of the Chair

Staff:

City Clerks will provide support for the Sub-committee. Appropriate Public Works staff will act as resources to the Sub-committee.

Timing

~~The Sub-committee will provide input and direction to staff for a Report to the Standing Committee no later than~~

Presentation to the Accessible Transportation Services Sub-Committee August 14, 2013

**Tim Nolan
Chair**

**Accessible Transportation Advisory
Committee (ATAC)
Subcommittee of the City of Hamilton's
Advisory Committee for Persons with
Disabilities (ACPD)**

RECOMMENDATION AND RATIONALE

Recommendation

1. ATAC recommends that ATSS consider the inclusion of a full transportation service review such that:

- a) the current shared - ride service model be reviewed for replacement; and,
- b) that the City move toward an "on-demand" service delivery model

Rationale

1. Customer Complaints

- a) upon review of customer complaints for the calendar year 2012 complaints primarily centre on trip denial, errors in address, scheduling, on board trip time, booking of trips, time delay on hold for contact; and,
- b) complaints are primarily associated with the current shared ride service provider; and,
- c) upon review of customer complaints for the 2012 calendar year very few, if any, complaints arise for sub-contracted or taxi services

RECOMMENDATION AND RATIONALE – cont'd

2. Legislative

- a) AODA and Human Rights expectations and regulations dictate that the City provide for a parallel accessible transportation service to the HSR; and,
- b) the AODA provides no detail as to what service delivery model must be in place; and,
- c) the City must consult persons with disabilities regarding the provision of accessible transportation services; and,
- d) the City must consult persons with disabilities regarding the provision of accessible taxi services; and,
- e) there seems to be little incentive for the taxi industry to provide fully accessible taxi service where an accessible shared-ride service model exists; and,
- f) there seems to be a natural transition to service delivery via accessible taxi services; and,
 - g. an accessible taxi service is available on demand, and may be the most cost-effective and efficient method of delivering on-demand service; and,
- g) the AODA requires that the current shared-ride service model become "near" on demand with passengers able to book trips as close as the day prior to when a trip is in need

RECOMMENDATION AND RATIONALE – cont'd

3. Current Service

- a) upon review of service numbers for the calendar years 2011 and 2012 shows that 110,004 and 113,731 trips respectively have been either cancelled, no show, or denied; and,
- b) most strikingly the number of trips denied from 2011 to 2012 increased by 86 % in 2012 over 2011; and,
- c) the cost to administer trips not taken is significant to the tax base; and,
- d) with shared ride service incidents of denials, no show, and cancellations will continue; and,
- e) under an on-demand service approach no show and cancellation, with trip denial is "0" or near "0"; and,

RECOMMENDATION AND RATIONALE – cont'd

4. Shared Ride Service Model Considerations

- a) addresses the foundation for many, if not most or all, factors associated with customer and system complaints; and,
- b) enriches the value of the tax dollars spent on accessible transportation service delivery; and,
- c) addresses many of the financial issues currently faced by the taxi industry; and,
- d) provides for a much better service delivery to meet the needs of persons with disabilities; and,
- e) provides a much better approach to meeting the needs of the community at large; education, employment, health care; and,
- f) addresses or eliminates entirely the need for, and issues related to service policies such as service cancellation due to inclement weather, on board trip time, service pick-up window, limit to passenger companions, limit to baggage capacity, reservations, trip denials, etc. some of which continue to be enforceable measurements under a previous Human Rights settlement; and,
- g) simply better meets the personal and professional needs of persons with disabilities, and,
- h) 31% of all current service provider trips are already being delivered via sub-contracted taxi services; and,
- i) in 2011 it would appear that the average cost per trip was \$31.40 with the average trip roughly 10.25 kilometers; the same trip via taxi would cost roughly \$22.75 per trip



Questions and Discussion

** note: information sources 2012 ATS Year End report (includes the 2011 and 2012 year end summaries) and the DARTS 2011 Annual Report