



CONSULTANT REPORT TO ACCESSIBLE
TRANSPORTATION SERVICES FUNDED BY
PROVINCIAL AUDIT AND ACCOUNTABILITY
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November 18, 2019: Council directed the City Auditor General to complete an audit of Accessible Transportation Services (ATS) in response to a report by City staff regarding increases in costs and ridership on ATS over time.

December 7, 2020: City Auditor General presented Audit Report AUD20009 to Public Works Committee, which HSR Management has targeted for a business plan response.

Council provided direction on several recommendations outlined in AUD20009, notably:

AUD20009 RECOMMENDATION: The Eligibility Assessment Process

“ We recommend that management use the third-party evaluator’s results, municipal benchmarking and their own experiences to evaluate and potentially redesign the eligibility assessment process.”

AUD20009 RECOMMENDATION:
Consistent and Supported Eligibility
Decisions

“ We recommend that standard operating procedures and assessment guidelines be created for all assessment processes. These procedures may include instructions and evaluation strategies to assist staff in making consistent and supported eligibility decisions.”

AUD20009 RECOMMENDATION:
Strengthening Professional Qualifications and
Experience

“ We recommend that management assess the need for strengthening the professional qualifications and experience required for making eligibility determinations.”

AUD20009 RECOMMENDATION:
Taxi Scrip, Travel Training, Integrated
Service Model

“ We recommend that management explore the feasibility, potential savings, costs and benefits of the following service options: expanded Taxi Scrip Program, integrated service model, expanded travel training, shuttles and community buses.”

AUD20009 RECOMMENDATION:
Performance Metrics to Gauge Community
Impact

“ We recommend that management create performance metrics to measure process efficiencies and community impact and report on these regularly.”

Effective public transit provides an inclusive means for people of all ages and abilities to participate in the community.

While conventional transit and specialized transit systems are often considered in parallel, integrated transit is the intentional approach in combining them.

Integrated transit takes a people-centred approach to match an individual's unique travel needs to provide the most travel options through a choice of available services.

HSR COMMENTARY ON AUD20009 RECOMMENDATION: The Eligibility Assessment Process



A robust eligibility assessment process matches people's abilities to the appropriate level of service, which may vary based on origin and destination.

A spectrum of travel choices are offered through:

- Accessible conventional transit
- Door to Door accessible transit
- Combination trips where a portion of trip is on conventional service and completed with destination door service
- Supports, such as travel training

AUD20009 RECOMMENDATION: Consistent and Supported Eligibility Decisions

A consistent and fair approach to eligibility decisions means that residents receive the service that meets their unique individual transit needs, honouring equity, diversity and inclusion.



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AUD20009 RECOMMENDATION:
Strengthening Professional Qualifications and
Experience

The ATS team must have the expertise to consistently apply eligibility criteria and explain eligibility outcomes with transparency.

AUD20009 RECOMMENDATION: Taxi Scrip, Travel Training, Integrated Service Model

Explore service options to meet the unique travel needs of residents so they can participate in the community with as much independence and flexibility as possible, with a sustainable “family of services” approach, to connect, innovate and evolve.



AUD20009 RECOMMENDATION:
Performance Metrics to Gauge Community
Impact

Use industry best practices to:

- Improve overall service efficiency on specialized transit
- review the community impact of any revisions to the ATS application process
- ensure customer experience is at the heart of what we do.