



Hamilton

ACCESSIBLE TRANSPORTATION SERVICES ELIGIBILITY AUDIT MANAGEMENT RESPONSE

Public Works Committee
April 22, 2022

BACKGROUND



2019

- Office of City Auditor (OCA)

2020

- OCA Report (AUD 20009)

2021

- Transit Division/ATS
- (PW21055)

PHASE 1 ACTION ITEMS

- (a) That the Director of Transit be given delegated authority to create and administer a Policy for applications to Accessible Transportation Services (ATS) services, including making subsequent revisions to the Policy and associated forms and ancillary documents in their reasonable discretion as may be required, so that ATS can conduct a records management exercise for the safety of its clients, expected to conclude by June of 2023.
- (b) That no eligibility reassessments be undertaken during the above process as set out in (a).
- (c) That the Director of Transit be given delegated authority to update and revise the existing 2005 Accessible Transportation Services Policy entitled Trip No Shows, Late Cancellations and Excessive Cancellations on an ongoing basis in their reasonable discretion.

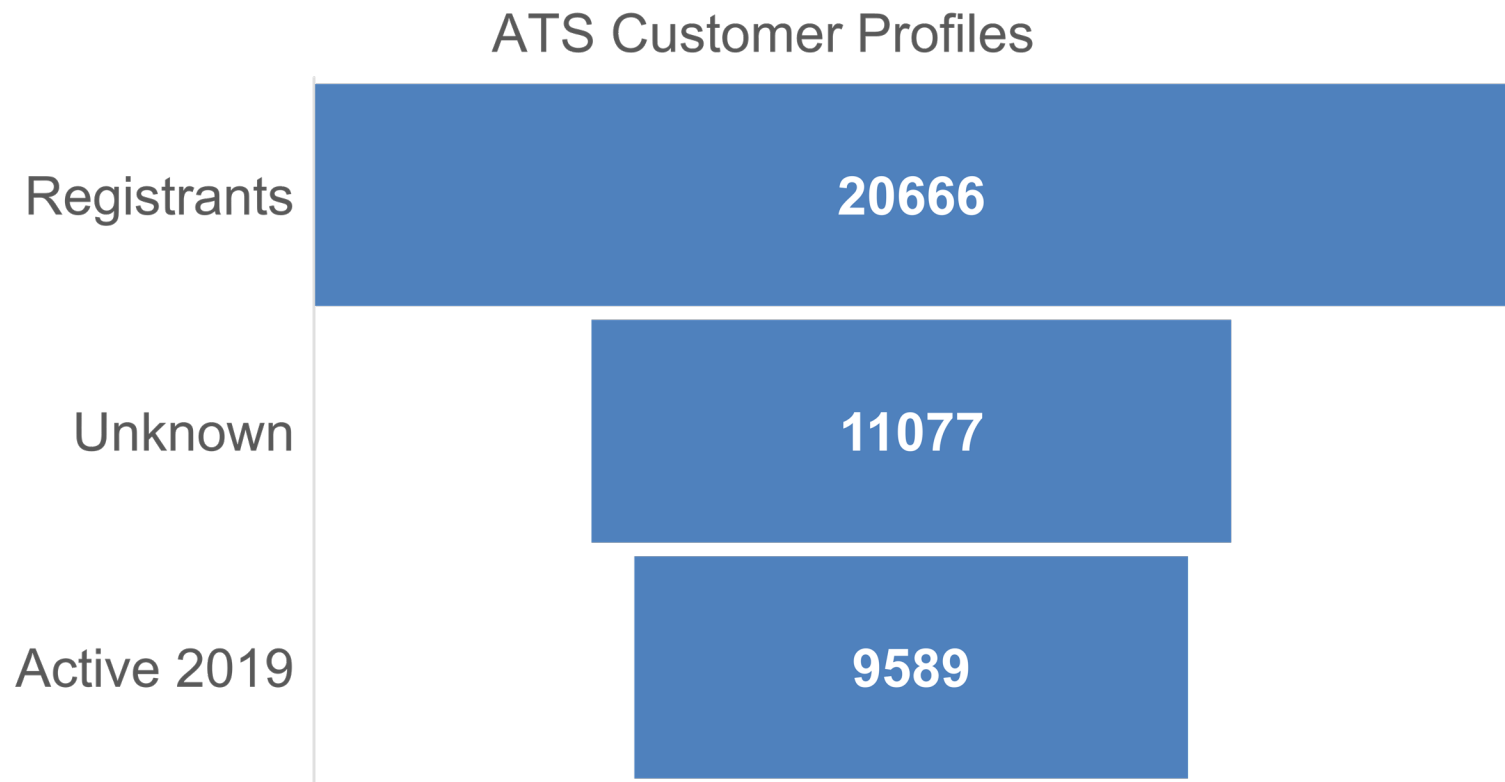
CUSTOMER PROFILES

ATS provides transportation to customers who have a wide array of travel needs, some of whom travel with support persons, service animals and/or mobility devices.

Applications for ATS service drive the dataset used to schedule transportation best suited to meet client needs.

The accuracy of these records is an important safety tool for ATS, DARTS and the customers.

CURRENT STATE OF CUSTOMER PROFILES



TRIP NO SHOWS, LATE CANCELLATIONS AND EXCESSIVE CANCELLATIONS POLICY (2005)

Established in 2005, the Trip No Shows, Late Cancellations and Excessive Cancellations Policy should be revised for administrative consistency and to remove excessive cancellations from the criteria.

Maximizing trip availability within existing resources is a principle that not only contributes to the effectiveness and efficiency of the system by creating an environment to optimize schedules, but also benefits all the customers who rely on the service by ensuring the maximum number of possible trips are available in the pool at time of booking.

PHASE 1 ADMINISTRATIVE ACTIONS IN 2022

Within the 2022 budget, ATS will:

- commence a reapplication process with all 20,000 current registrants to update records, consent and necessary travel information;
- improve the customer experience and service efficiency by updating a points-based system to enforce a Late Cancellations and Trip No Shows policy, for projected savings of up to \$355,200 annually by 2031.

PHASE 2 ADMINISTRATIVE ACTIONS: NEXT STEPS

In Q3 of 2022, ATS will:

Present an update to this report regarding the recommendations from AUD 20009 and Dillon Consulting to:

- contemplate periodic reassessment of customers
- increase the trip conditions applied when determining conditional eligibility, including through upgrading existing scheduling software
- allow for in-person, on-site evaluation of functional ability to use transit
- implement an in-house, expanded travel training program to support improvements to conventional transit accessibility
- pilot integration of specialized and conventional transit on two HSR corridors