



# INFORMATION REPORT

<b>TO:</b>	Chair and Members Public Works Committee
<b>COMMITTEE DATE:</b>	September 19, 2022
<b>SUBJECT/REPORT NO:</b>	Accessible Transportation Services Performance Report (PW22079) (City Wide) <b>(Outstanding Business List Item)</b>
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Michelle Martin (905) 546-2424 Ext. 2765
<b>SUBMITTED BY:</b>	Maureen Cosyn Heath Director, Transit Public Works Department
<b>SIGNATURE:</b>	

## COUNCIL DIRECTION

Public Works Committee, at its meeting of April 22, 2022, approved the following: “That staff be directed to report back to the Public Works Committee and the Advisory Committee for Persons with Disabilities on a quarterly basis respecting Accessible Transportation Services (ATS).” (PW Report 22-006, Item 3 (PW21055(a))).

## INFORMATION

In 1998, an Ontario Human Rights Code complaint was filed and the subsequent settlement established, in part, that the City of Hamilton report on service-specific requirements, notably, a trip denial rate goal of 5%, an on-time performance goal of 95% or greater for DARTS trips, and an annual report to the City’s Advisory Committee of Persons with Disabilities on: trip requests, trip denials, passenger refusals of trips, cancellations, no shows, missed trips, trips provided, complaints and on time performance.

At the Advisory Committee for Persons with Disabilities (ACPD) meeting July 14, 2022, ATS presented performance indicators for 2019, 2020, 2021 and Q1 of 2022 (ACPD Meeting 22-009 Agenda Item 8.1). ATS presented performance indicators for Q2 of 2022 to ACPD on September 13, 2022 (ACPD Meeting 22-011 Agenda Item 8.2).

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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2022 Q3 performance indicators will be presented to ACPD in fall of 2022, and 2022 Q4 performance indicators will be presented to ACPD early in 2023, with reports to Public Works Committee to follow.

The information presented meets the terms of the settlement and exceeds the frequency requirements.

**APPENDICES AND SCHEDULES ATTACHED**

N/A