



**CITY OF HAMILTON**  
**CITY MANAGER'S OFFICE**  
**Office of the City Auditor**

<b>TO:</b>	Chair and Members Public Works Committee
<b>COMMITTEE DATE:</b>	December 7, 2020
<b>SUBJECT/REPORT NO:</b>	Accessible Transportation Services (ATS) Eligibility Audit (AUD20009) (City Wide) <b>(Outstanding Business List Item)</b>
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SUBMITTED BY:</b>	Charles Brown CPA, CA, CPA (Illinois) City Auditor Office of the City Auditor
<b>SIGNATURE:</b>	

**RECOMMENDATIONS**

- (a) That Appendices “A”, “C”, and “D” of Report AUD20009, respecting the Accessible Transportation Service (ATS) Eligibility Audit Report, be received;
- (b) That the Management Responses as detailed in revised Appendix “B” be approved;
- (c) That the General Manager of Public Works be directed to instruct the appropriate staff to have the Management Responses (attached as revised Appendix “B” to Report AUD20009) implemented; and
- (d) That Item AAQ, respecting Eligibility Audit of Clients Registered for DARTS, be identified as completed and be removed from the Public Works Committee Outstanding Business List.

## **EXECUTIVE SUMMARY**

In November 2019, the Public Works Committee requested the City Auditor to complete an accessible transportation services eligibility audit.

As a result, the Office of the City Auditor (OCA) carried out an audit which included obtaining independent third-party expertise, benchmarking with other municipalities and performing data analyses.

The overall objective of this audit was to assess current accessible transit eligibility processes and services with an aim to identify opportunities for efficiency, effectiveness and cost containment.

Fourteen recommendations were made to strengthen controls, increase process efficiencies and explore cost saving opportunities for accessible transportation services. The results of this audit are presented in a formal audit report containing the audit findings, conclusions, recommendations and management responses. This audit report is attached as Appendices “A” and “B” to Report AUD20009.

## **Alternatives for Consideration – Not Applicable**

## **FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: None.

Staffing: None.

Legal: None.

## **HISTORICAL BACKGROUND**

At the request of the Public Works Committee in November 2019, the OCA undertook an audit of eligibility for accessible transportation services. The results of this audit are attached as Appendices “A” and “B” to Report AUD20009.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

*Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*  
(commonly known as AODA legislation)

## **RELEVANT CONSULTATION**

Appendix “B” to Report AUD20009 includes responses from management responsible for overseeing the accessible transportation services eligibility process within the City’s Transit Division of the Public Works Department.

The Talent and Diversity Section in the Human Resources Division was also consulted during this audit.

## **ANALYSIS AND RATIONALE FOR RECOMMENDATIONS**

The audit objectives were to assess current accessible transit eligibility processes and services with an aim to identify opportunities for efficiency, effectiveness and cost containment.

The OCA interviewed staff, reviewed documents, performed data analyses, benchmarked with other municipalities, and hired an independent third-party expert to understand and assess processes in place for assessment eligibility for accessible transportation services. Appendix “A” to Report AUD20009 contains a formal Audit Report containing the audit observations. The OCA made 14 recommendations to strengthen controls, increase process efficiencies and explore cost savings opportunities. These recommendations can be found in Appendix “B” to Report AUD20009.

Management agreed with all 14 recommendations. Management provided management responses for implementation, with completion anticipated by 2022.

The application form for accessible transit services can be found in Appendix “C” to Report AUD20009. An infographic summarizing the key information for this audit can be found in Appendix “D” to Report to AUD20009.

The Office of the City Auditor is currently considering other audits that may be performed in the future regarding accessible transit services.

## **ALTERNATIVES FOR CONSIDERATION**

Not applicable.

## **ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

### **Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**Built Environment and Infrastructure**

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix “A” to Report AUD20009 – Audit Report

Appendix “B” to Report AUD20009 – Recommendations and Management Responses

Appendix “C” to Report AUD20009 – Application for Accessible Transportation Services

Appendix “D” to Report AUD20009 – ATS Audit Infographic