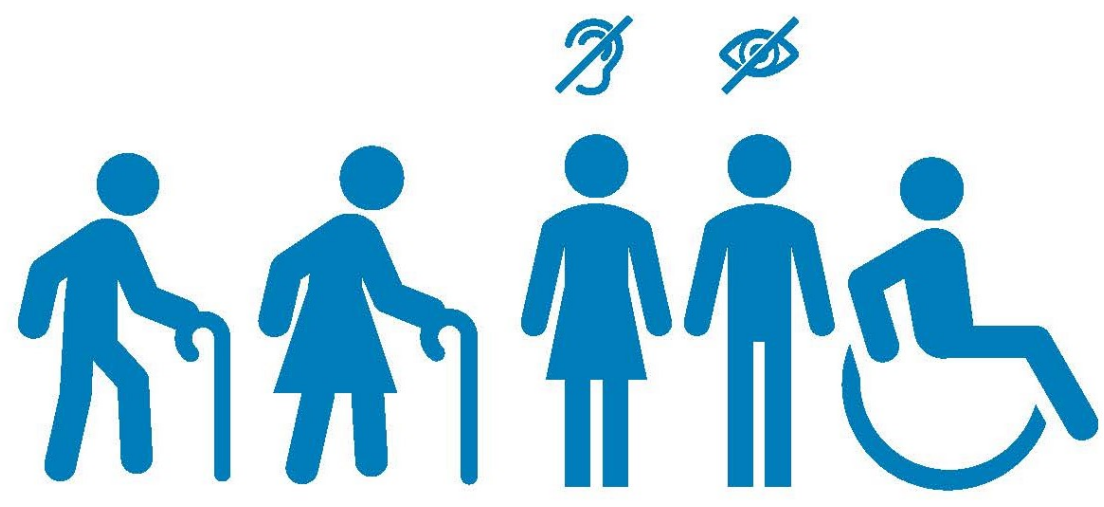




Hamilton

Office of the City Auditor

Accessible Transportation Services (ATS) Eligibility Audit



17,000

Registered ATS clients

~9,000 active clients who take one or more trips per year



844,007

Passenger Trips Completed by DARTS

City cost \$26.71 per trip

\$ 22.5M

This includes DARTS, Taxi Scrips, and Travel Training

2019 ATS Actual Net Operating Costs

Overview of ATS in 2019

26,314

Taxi Scrip Booklets Sold
City cost \$16 per booklet

47

Travel Training Recruits. City cost \$175K

3,515

Applications received and assessed by ATS

34

Third party functional assessments performed. City cost \$125 per assessment

1

Eligibility decision appeal received

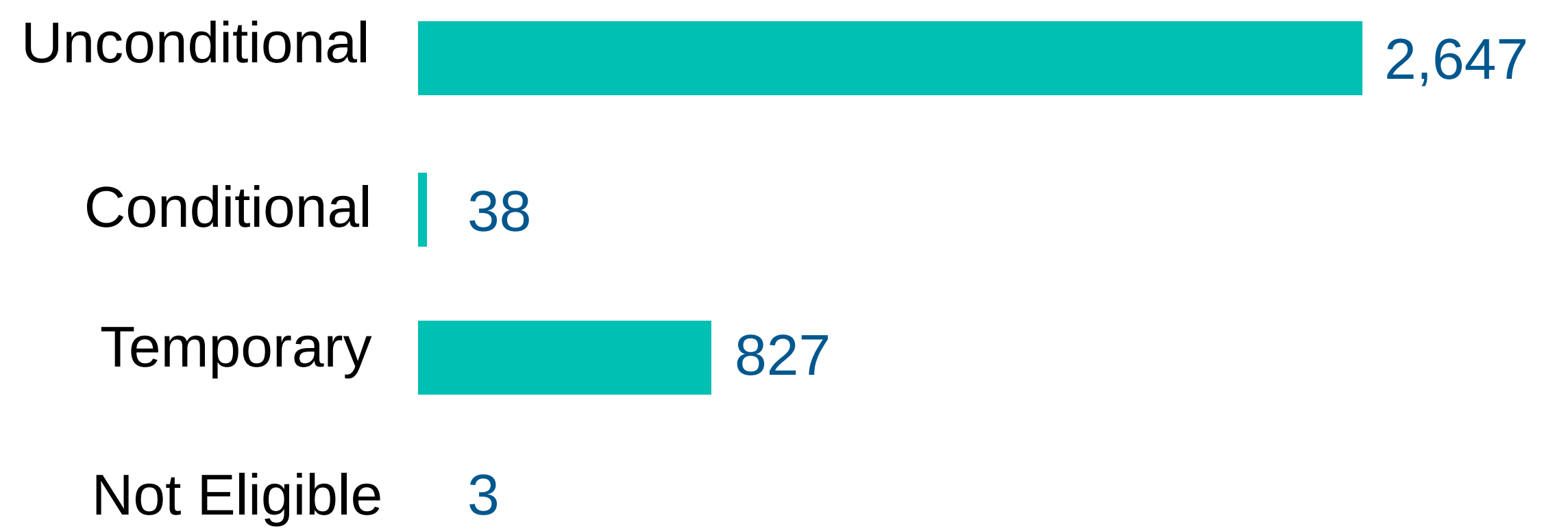
\$38 and \$144

Cost to assess an application in-house plus additional cost if applicant undergoes a functional assessment

94

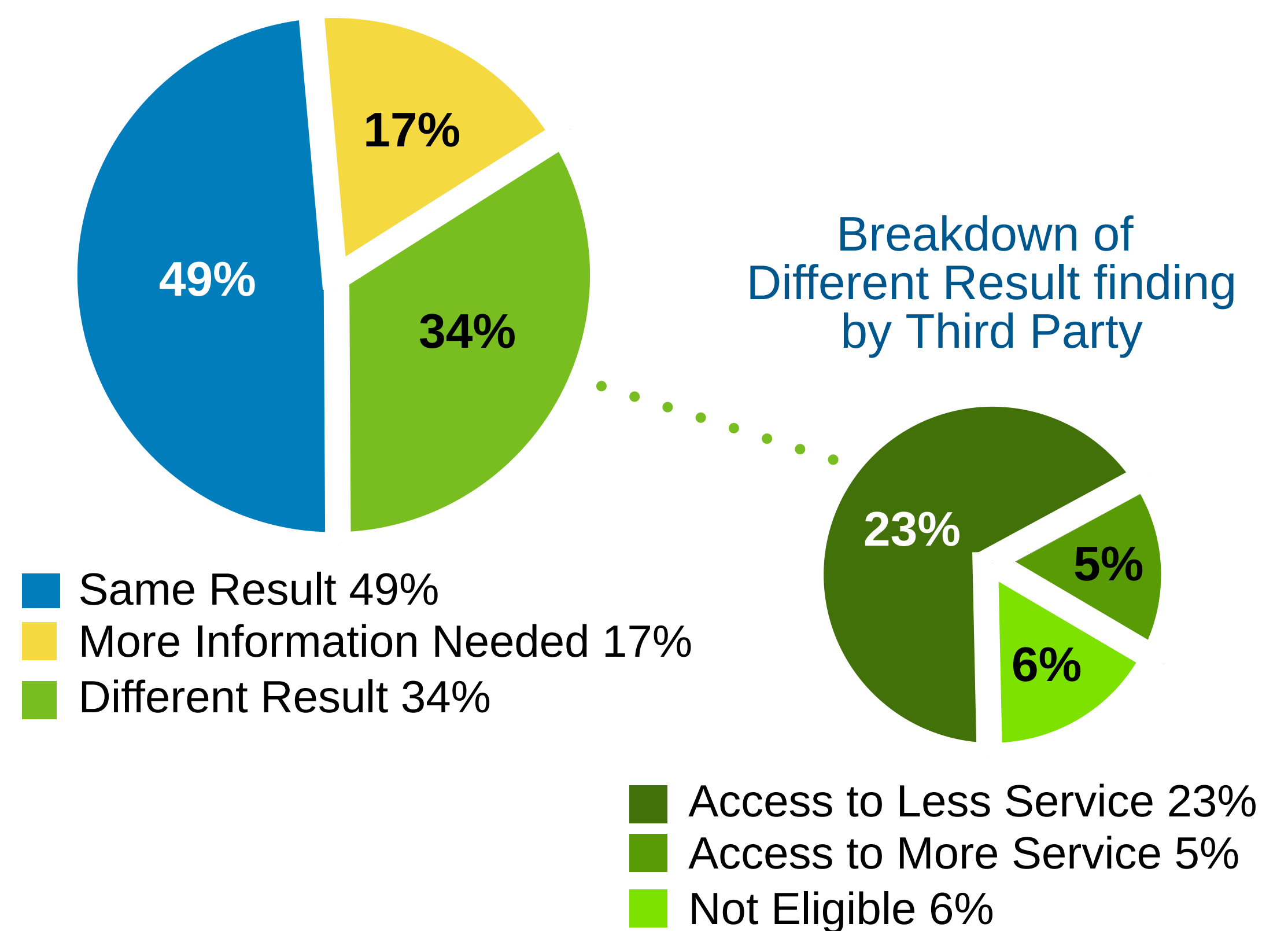
Average number of trips taken by active clients

Result of Applications Received and Assessed by ATS



Findings of ATS Application Samples Assessed by Third Party

150 ATS Applications from January 1, 2019 to February 29, 2020 were assessed by a third party



Audit Themes

- ▶ The eligibility process drives demand and ultimately costs
- ▶ There is a critical need to have quality assurance embedded throughout the eligibility assessment process
- ▶ The eligibility assessment process requires improvement and potential redesign
- ▶ Benchmarking to other municipalities suggests routine reassessment, exploration of service options