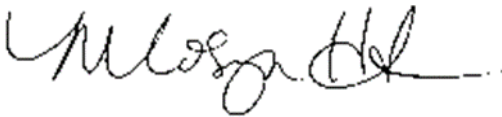




Hamilton

INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	January 16, 2023
SUBJECT/REPORT NO:	Accessible Transportation Services Performance Report (PW22079(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michelle Martin (905) 546-2424 Ext. 2765
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

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.

ATS has presented performance indicators from 2019 up to Q2 of 2022 (see ACPD Meeting 22-009 Agenda Item 8.1 and ACPD Meeting 22-010 Agenda Item 8.2) as described in PW22079. Performance indicators year to date Q3 of 2022 were presented to ACPD Meeting 22-014 Agenda Item 8.1. 2022 are attached to Report PW22079(a) as

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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Appendix “A”. 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

Appendix “A” to Report PW22079(a) - ACPD Meeting 22-014 08.1 - Accessible Transportation Services Performance Report Q3 2022