

Accessible Transportation Services Roadmap - REVISED

Business Objectives:

Create a multiyear roadmap to outline steps critical to reform service delivery in Hamilton for eligible persons who qualify for accessible transportation.

Improve service delivery of Accessible Transportation Services (ATS) in the City of Hamilton through actionable processes recommended in the following key reports:

- Accessible Transportation Services Eligibility Audit (AUD20009)
- Dillon Consulting Report (Appendix "A" to PW21055 Consultant Report to Accessible Transportation Services funded by Provincial Audit and Accountability Fund)
- Accessible Transit Services: DARTS Fleet Management and Vehicle Safety Audit (Report #50695) (AUD22007)

Key categories emerged from consolidating common themes in the above reference documents. These are:

- Eligibility for Accessible Transportation Services
- Policy and Procedures
- Customer Experience/Satisfaction
- Service Delivery
- Contracting Practices
- Governance

Table 1: Roadmap of Activities in Key Accessible Transportation Services Categories

Key Category	Activities
Eligibility for Accessible Transportation Services	<p>Records Review</p> <ul style="list-style-type: none"> • Direct mail to all registrants w/ new application form. Inactive users will be archived. Target: end of 2023 (first round of mailouts), ongoing throughout 2024.
	<p>Reassessment of Eligibility for Existing Registrants</p> <ul style="list-style-type: none"> • Policy for appealing eligibility decisions and establishment of an appeals committee process update. Target: end of 2023 (in progress) • Recommendation report to Public Works Committee. Target: 2025

Table 1: Roadmap of Activities in Key Accessible Transportation Services Categories (continued)

Key Category	Activities
<p>Policy and Procedures</p>	<p>Review Policies and Procedures to:</p> <ul style="list-style-type: none"> • Ensure customer-facing clearly define roles and responsibilities of the parties. Target: 2025 for completion (in progress)
<p>Customer Experience/ Satisfaction</p>	<p>Conduct a ReEnvision-style exercise for ATS including:</p> <ul style="list-style-type: none"> • Establishment of a customer panel. Target: 2024 (in progress) • Delivery of a Customer Satisfaction Survey to Current Registrants. Target: Fall 2023 (complete) • Action customer survey feedback. Target: 2024, and ongoing. • Commence Journey Mapping Exercise for Integrated Transit. Target: Fall 2023 (in progress) • Continued and enhanced involvement and participation of persons with lived experience at early onset of program development where practicable. (ongoing)
<p>Service Delivery</p>	<p>ATS to review service delivery options</p> <ul style="list-style-type: none"> • Consider contractor/subcontractor model vs. City delivery under HSR. Target: end of 2024 • Review alternative service delivery models “mobility as a service” such as demand-responsive bookings, integrated transit, and travel training. Target: end of 2024 <p>Integrated Transit – Accessible Vehicles</p> <ul style="list-style-type: none"> • Includes potential for purchase through the Investing in Canada Infrastructure Program (ICIP) (see PW19083(a)-FCS18048(b)). Target: project plan development end of 2024.

Table 1: Roadmap of Activities in Key Accessible Transportation Services Categories (continued)

Key Category	Activities
Contracting Practices	<p>ATS to strengthen contract oversight and management of contractors.</p> <ul style="list-style-type: none"> • Onsite audits and records review, third party vehicle inspections. Ongoing • Created Project Manager position dedicated to contract management. Target: Hire January 2024. ATS to work with contractor on amending agreement for current contract. <ul style="list-style-type: none"> • Amending agreement based on letters of direction to close contract non-performance. Target: Q1 2024
Governance	<p>Relationship Management and Clarification of Roles/Responsibilities</p> <ul style="list-style-type: none"> • Clear demarcation of responsibilities between City and Contractor(s). Ongoing • Clarification of reporting lines relationships between various City committees. Ongoing