



INFORMATION REPORT

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	January 18, 2024
SUBJECT/REPORT NO:	DARTS Vehicle Safety Audit AUD22007(a) Update to Management Response (PW24005) (City Wide) - REVISED (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

At its meeting on April 6, 2023, the Audit, Finance and Administration Committee approved the following (Item 8.1):

- (a) That the Management Action Plans, as detailed in Appendix “A” of Report AUD22007(a) be approved; and,
- (b) That the General Manager of Public Works be directed to implement the Management Action Plans (attached as Appendix “A” to Report AUD22007(a) and report back to the Audit, Finance and Administration Committee by October 2023 on the nature and status of actions taken in response to the audit report.”

INFORMATION

This report summarizes actions taken to date and timelines for further actions to address recommendations as outlined in detail in Appendix “A” attached to Report PW24005 – Management Response to AUD22007(a) Recommendations Status Year-to-Date 2023.

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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The recommendations in AUD22007(a) from the Auditor General and from the consultant (Fleet Challenge Canada) address matters broadly related to contract management, vehicle safety, and records management. The summary below addresses these key themes; details can be found in Appendix “A” attached to Report PW24005.

Contract Management

The Director of Transit has been in discussions with the Executive Director of DARTS to determine business terms which require amendment in the DARTS Master Operational Agreement, with a revised target of end of Q1 2024. A revised agreement between DARTS and their subcontractors has been established to address AUD22007(a) recommendations. Alignment of the DARTS subcontractor agreement with the DARTS Master Operational Agreement will be addressed through amending agreements as needed once the updated Master Operational Agreement is finalized. The development of a new agreement in totality is targeted for completion by year’s end.

Vehicle Inspections

Oversight of vehicle safety continues by Accessible Transportation Services, with monthly third-party inspections of at least 5% of selected DARTS and subcontractor vehicles. As reported to Public Works Committee on January 15, results show an improvement from the overall inspection failure rate of 32% found by the Auditor General over 10 weeks in 2022; since then, the overall inspection failure rate year to date since Q3 2022 sits at 11%. However, the failure rate should be as close to zero as possible, and performance continues to be uneven, with the failure rate ranging from 0% to 33% in any given quarter for a given provider since Q3 2022 as seen in Appendix “B” attached to Report PW24005.

Accessible Transportation Services also visits each provider’s site monthly to review vehicle records for at least 5% of vehicles in operation. The vehicle records chosen for review are not revealed to any provider until Accessible Transportation Services is on site to conduct the review. The 2023 results to date were presented to Public Works Committee on January 15, 2024 attached as Appendix “B” to Report PW24005 - Accessible Transportation Services Contractor Vehicle Records Inspection Results Q3 2023 – Year to Date with some inconsistencies in meeting standards of performance still occurring. (See Table 1 in Appendix “B” attached to Report PW24005)

Additional steps were taken in Q4 of 2023 and will continue in Q1 of 2024, due to inconsistent inspection performance. These are: a review of DARTS training practices and materials, and a planned internal process review of DARTS and subcontractor vehicle pre-trip inspections (“circle checks”).

Records Management

DARTS has purchased Intelex (the platform used by Public Works for quality management) both to manage quality and as a fleet management solution, and Accessible Transportation Services will have read-only access to all data. Intelex installation and training will be complete Q4 2023 and is targeted to go live in January 2024. This installation will also make tracking of third-party inspection results and insurance compliance more efficient for Accessible Transportation Services.

Oversight of DARTS and subcontractor insurance compliance is now well established and takes place via correspondence directly between insurers and Accessible Transportation Services.

It should be noted that the Office of the City Auditor has not completed any work to validate the current status of the Management response to AUD22007(a).

The gaps highlighted in the audit, combined with on-going concerns with the customer experience and previous service-related reports, has led to a broader review of the overall accessible transportation services portfolio. As such, an Accessible Transportation Services roadmap, attached as Appendix “B” to Report PW24005, has been created that captures activities from a wide range of topics which require attention. This includes service contingency planning, with the goal of increasing contingency external to DARTS by mid-2025. The contingency workplan involves the potential purchase of accessible vehicles through the Investing in Canada Infrastructure Program , as first reported in November 2022 (see Report PW19083(a)/FCS18048(b)).

Noting that this report fulfils the Council direction of April 6, 2023, the review of accessible transportation services remains ongoing. The audit recommendations have been considered in the Accessible Transportation Services roadmap. The work will continue and therefore, future reports will be presented through the Public Works Committee.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24005 – Management Response to AUD22007(a)
Recommendations Status Year-to-Date 2023

Appendix “B” to Report PW24005 – Accessible Transportation Services Road Map