




Hamilton

INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	August 14, 2024
SUBJECT/REPORT NO:	Accessible Transportation Services Performance Report (PW22079(g)) (City Wide)
WARD(S) AFFECTED:	City Wide
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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 Accessibility Committee for Persons with Disabilities (formerly named the Advisory Committee for 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 2023 indicators were presented as described in Reports PW22079(c), (d), (e), and (f). Q1 2024 indicators were presented to the Accessibility Committee for Persons with Disabilities (ACPD) on July 9, 2024 (meeting 24-006, Item 8.1), and are attached as Appendix “A” to Report PW22079(g).

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.

**SUBJECT: Accessible Transportation Services Performance Report
(PW22079(g)) (City Wide) – Page 2 of 4**

As the City of Hamilton continues to recover from the recent 2024 City of Hamilton cybersecurity incident, some total Taxi Scrip trip numbers and customer contact counts are not currently available. The specific data that is not currently available is noted in the appropriate sections. The relevant totals will be updated in cumulative 2024 reporting once the information is available. However, because complaint details were requested by the ACPD for inclusion in the performance report, this detail was captured from some available data (March 21 to April 30, 2024) and included on page 13 of Appendix “A” attached to Report PW22079(g) to give some insight into current trends. It should be noted that, while ATS has done its best to ensure customers can contact us, some customers may have been prevented from doing so as our usual channels of communication are not all available.

Call Statistics

Complaints about being on hold or unable to connect accounted for about 2% of all validated complaints logged in the above period, compared to 8% of validated complaints in Q4 2023. Call centre statistics provided by DARTS show that service levels have improved to almost 71%, up from 62% at the end of 2023.

On Time Performance

The Q1 2024 trend to date for the Contractor (DARTS) shows that the on-time performance is 98.8%, greater than the 95% on-time performance guideline established by the 2004 Ontario Human Rights Commission settlement cited above. At the 98.8%, it is approaching the 99% industry standard. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

About 32% of complaints in Q1 were about late trips. Figures 3 and 4 in Appendix “A” illustrate the trends in late trip counts and on-time performance for Q1 2024 and show overall improvement against 2023 trends. Preliminary data for April 2024 shows on-time performance at 98.9%.

The trip denial rate for DARTS, while up very slightly since last quarter, is still well within the trip denial 5% benchmark set in the 2004 Ontario Human Rights Commission settlement, at 1.7%, and is lower than the overall rate for 2023. The 2016 Canadian Urban Transit Association average is 1.98% for large systems such as Hamilton, while the industry best practice is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Poor on-time performance can also appear in trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip. Preliminary numbers for April 2024 show an even lower denial rate for DARTS trips of 1.6%.

**SUBJECT: Accessible Transportation Services Performance Report
(PW22079(g)) (City Wide) – Page 3 of 4**

Report PW22079(g) also includes total service kilometres and hours, as requested by ACPD. A closer look at service hours and possible savings to service kilometres with the introduction of an integrated transit pilot (where part of a ATS customer trip is taken on an accessible conventional transit (HSR) vehicle) was reported in 2021, in Appendix “A” to Report PW21005. HSR is targeting Q4 of 2024 or early 2025 for a related recommendation report for an integrated transit pilot that would be contingent upon funding from the Investing in Canada Infrastructure Program (see also Report PW19083/FCS18048(b)).

The quarterly report presented above exceeds the terms and the reporting frequency requirements of the 2004 Ontario Human Rights Commission settlement. The Q2 2024 report (April – June 2024) will be presented to the ACPD later in Q3 2024 and then to the Public Works Committee.

Since Report PW22079(e), ATS now includes additional metrics related to the management of the contracted relationship. These include a summary count of performance-related letters sent by the City to the contractor, classified according to category. The letters referenced may be related to the Contractor and/ or their subcontractors. Report PW22079(e) included the count of letters dating back to 2020 up to 2023. Up to the end of April 2024, ATS has sent nine performance-related letters regarding serious incidents; eight of these included a letter and related follow up letters on the same matter.

Appendix “B” attached to report PW22079(g) summarizes Contractor Vehicle Inspection results for 2023, Q1 2024 and 2024 year to date April; these include results from both third-party mechanical inspections and on-site vehicle records inspections by City staff.

ATS undertook an internal process review of the Daily Vehicle Inspection procedure (vehicle “circle checks”) with the Contractor (DARTS) and their subcontractors, because gaps in this process are a possible root cause of uneven inspection results. Opening meetings were held to acquaint all providers with the review process, on-site visits and staff interviews were completed and a closing meeting was held to communicate findings.

ATS will hold follow up meetings with the Contractor (DARTS) for a status update of steps taken to address any nonconformances, potential nonconformances or opportunities for improvement, or to apply best practices more widely. All providers were cooperative and receptive during the internal process review.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW22079(g) – Accessibility Committee for Persons with Disabilities Meeting 24-006 Item 8.1 – Accessible Transportation Services Performance Report Q1 2024

Appendix “B” to Report PW22079(g) – Contractor Vehicle Inspection Results 2023 – Year-to-Date