




Hamilton

INFORMATION REPORT

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| TO: | Chair and Members Public Works Committee |
| COMMITTEE DATE: | September 3, 2024 |
| SUBJECT/REPORT NO: | Accessible Transportation Services Performance Report (PW22079(h)) (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.

Accessible Transportation Services 2023 indicators were presented as described in Reports PW22079(c) – (f). Q1 2024 indicators were presented as described in Report PW22079(g). Q2 2024 indicators were presented to the Accessibility Committee for Persons with Disabilities (ACPD) on August 13, 2024 (meeting 24-007, Item 8.1), and are attached as Appendix “A” to Report PW22079(h).

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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As the City of Hamilton continues to recover from the recent 2024 City of Hamilton cybersecurity incident, some information continues to be unavailable. 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 can be provided. While Accessible Transportation Services 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 were not all available.

Call Statistics

Complaints about being on hold or unable to connect accounted for about 3% of all validated complaints logged in Q2 of 2024, compared to 8% of validated complaints in Q4 2023. Call centre statistics provided by DARTS show that service levels (the proportion of calls answered within 5 minutes) continue to be higher than at the end of 2023 but have dropped from Q1 to about 66%.

On Time Performance

The Q2 2024 trend to date for the Contractor (DARTS) shows that the on-time performance is 98.6%, greater than the 95% on-time performance guideline established by the 2004 Ontario Human Rights Commission settlement cited above and approaching the 99% industry standard. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). The on-time performance measure speaks to the count of trips that were later than 30 minutes past the negotiated pickup time (or more than 15 minutes past the end of the pickup window).

Figures 3 and 4 in Appendix “A” illustrate the trends in late trip counts and on-time performance for Q1 and Q2 2024 and show overall improvement against 2023 trend. Though there was a slight decrease in Q2, on-time performance continues to be over 98%. Complaints about late trips accounted for approximately 41% of complaints logged in Q2; however, about 32 percent of these complaints were for trips late by less than 15 minutes past the end of the pickup window and so aren’t accounted for in the on-time performance statistic.

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. The trip denial rate for DARTS is still well within the trip denial 5% benchmark set in the 2004 Ontario Human Rights Commission settlement. At 1.8%, it is slightly higher than that for Q1 but 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). DARTS management reports they have taken some recent

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steps to reorganize their call centre to address denials. They have dedicated a call centre agent to working on waitlisted trips, late trips, and denials, and provided additional training to call centre agents to improve trip time negotiations with customers.

Accessible Transportation Services is also working with DARTS to send monthly mailouts to customers who are repeatedly cancelling subscription trips (regularly scheduled trips on the same days of the week), with a deadline to contact Accessible Transportation Services to confirm if the subscription is still required. So far, Accessible Transportation Services has been able to free up about 95 subscription template spots, and DARTS has been able to avoid the related late cancellations and trip no-shows for multiple weekly trips. As recovery from the cybersecurity incident continues, and Accessible Transportation Services can complete final installation of software to better address late cancellations and trip no shows, opportunities to accommodate waitlisted trips will increase.

The quarterly report presented above exceeds the terms and the reporting frequency requirements of the 2004 Ontario Human Rights Commission settlement. The Q3 2024 report (July – September 2024) will be presented to the ACPD later in Q4 2024 and then to the Public Works Committee.

Since Report PW22079(e), Accessible Transportation Services 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. Since the last performance report, Accessible Transportation Services has sent one additional performance-related letter, bringing the total sent to date in 2024 to ten, all regarding serious incidents.

Since Accessible Transportation Services completed internal process reviews of the Daily Vehicle Inspection procedure (vehicle “circle checks”) with the Contractor (DARTS) and their subcontractors in Q1 and Q2, inspection results have markedly improved. Vehicle records inspections have been 100% compliant over the last three months, and third-party vehicle inspections have improved dramatically compared to 2023 outcomes. Any vehicles pulled from service due to failing first inspection subsequently passed a second inspection. Third party inspection failure rates dropped to 4% in Q2, and in July 2024 there were no inspection failures.

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

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW22079(h) – Accessibility Committee for Persons with Disabilities Meeting 24-007, Item 8.1 – Accessible Transportation Services Performance Report Q2 2024

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