

Summary of ATS Discussion at Transportation Working Group November 26, 2024

Motion for fare assist.

We started to discuss the motion but tabled it until the end of the meeting.

ATS Draft of Workplan for Policy Review Working Group

- All in agreement no concerns with the draft as written
- Goal of the workplan draft is to stay focused on the comprehensive review of customer-facing policies that will move from being housed with the contractor (DARTS) to being housed with ATS
- The Policy Review working group will dissolve once this review is completed, and review will be subsequently accomplished according to Public Works dept. policy of review every three years; at this point, it is expected the Transportation Working Group can take over providing input as it will require less time, as the comprehensive review will have been completed.

ATS Late Cancellations and No Shows policy discussion

- ATS expects to be activating the Trapeze software to administer the policy in the coming months; there will be a small communication campaign ahead of time (email blast to agencies, take-ones on DARTS vehicles)
- The point of the policy is to impede customers who abuse the system, rather than punish people who

cancelled late or no-showed due to circumstances beyond their control

- Question re grace period – under current policy, there are 10 days to appeal by phone following warning letter, and 20 days to appeal in writing following letter imposing a suspension. New software can only have one level of grace period – this will be set at 14 days, with more flexible language built into the suspension appeal process, i.e., a policy of re-implementing service pending appeal for someone who calls because they discovered they were suspended when trying to book a trip, but did not receive their letter
- A brief Terms of Reference will be drafted for ACPD Appeal Panel participation for suspensions under the policy
- Question re DARTS involvement in any appeal process under the current policy – ask if this cannot be a City staff person from another department, instead. Michelle to bring the question forward and review the 2004 HRTTO outcome language as well.

Discussion of Journey Mapping Personas deferred to a later meeting so TWG could continue with other business. Revisit of motion, was decided that motion was too long and didn't convey the intent of the committee. It will be revisited in January.