



City of Hamilton Memorandum

To: Chair and Members of
Accessibility Committee for Persons with Disabilities

Date: March 18, 2025

Report No: PW25009

Subject/Title: Accessible Transportation Services Performance
Report

Ward(s) Affected: (City Wide)

Information

Accessible Transportation Services is required to give a performance report to the Accessibility Committee for Persons with Disabilities every year, as required by a 2004 Human Rights Tribunal of Ontario decision. In 2022, following a motion from the Accessibility Committee for Persons with Disabilities, Council directed Accessible Transportation Services to provide these reports quarterly.

At the Accessibility Committee for Persons with Disabilities meeting on February 11, 2025, Accessible Transportation Services committed to reviewing the current format of the quarterly report with the Accessibility Committee for Persons with Disabilities Transportation Working Group. Thank you to the working group for adding this discussion to its February agenda. Based on that discussion, Accessible Transportation Services proposes the following for the Accessibility Committee for Persons with Disabilities to consider:

- Accessible Transportation Services will provide a quarterly performance report to the Transportation Working Group that includes data tables, brief explanations of the tables, graphs to illustrate some key data categories, and alternative text for all graphs; and
- Accessible Transportation Services will provide a yearly performance report to the Accessibility Committee for Persons with Disabilities and then to a subsequent Public Works Committee meeting.

The quarterly report will compare trends across quarters for the reporting year. The quarterly report will also look at the same quarter for the previous year. The yearly report will compare trends across a five-year period.

All reports shall include the categories required by the Human Rights Tribunal of Ontario decision, as follows: trip requests, trip denials, passenger refusals of trips, passenger cancellations and no-shows, missed trips, trips provided, complaints, and on time performance. All reports may from time to time have other counts added, if the data already exists and can be easily added. Right now, these extra categories include call centre statistics, service kilometres, and applications for service.

Accessible Transportation Services hopes to wrap up 2024 reporting and move into 2025 reporting, as follows:

- Q4 2024 quarterly report to the Accessibility Committee for Persons with Disabilities Transportation Working Group March 25, 2025;
- 2024 yearly report to the Accessibility Committee for Persons with Disabilities on April 15, 2025;
- 2024 yearly report to Public Works Committee on April 28, 2025; and
- Quarterly reporting for 2025 to begin at the May Transportation Working Group meeting.

Please note, there may be some changes to the above target dates, as Accessible Transportation Services works to meet internal approval deadlines. Accessible Transportation Services will send sample sections of these updated report formats to the Transportation Working Group ahead of time, to make sure reports are accessible.

If the above plan is acceptable to the Accessibility Committee for Persons with Disabilities, staff will recommend to the Public Works Committee that our performance report to them becomes a yearly report. Staff are happy to answer any questions regarding the above approach.

Consultation

Accessibility Committee for Persons with Disabilities Transportation Working Group

Appendices and Schedules Attached

N/A

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