



City of Hamilton Memorandum

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

Date: April 8, 2025

Report No: PW25021

Subject/Title: Accessible Transportation Services Request for
Information – Transportation Network Company

Ward(s) Affected: (City Wide)

Information

Accessible Transportation Services (ATS) has informed Council regarding the release of a Request for Information (RFI) for a transportation network company. A transportation network company has a network of available fleet who can respond to on-demand calls for service and includes providers like taxi companies or ride-share services. The Communications Update (HSR2501) was provided to Council on March 27, 2025, and is attached to this memo as Appendix “A” to PW25021.

The goal of this process is to gather information from potential service providers regarding their ability to provide door-to-door transportation options for Accessible Transportation Services customers. This will help us to determine if there are enough interested vendors to justify a formal procurement process to enhance or complement services currently provided.

It is important to remember that this is an information-gathering process only. As we consider new ways to deliver trips and improve the customer experience for eligible clients, we are informing the Accessibility Committee for Persons with Disabilities in the spirit of cooperation.

Information gathered through this process will assist us in responding to both Office of the Auditor General recommendations (see AUD22007 and AUD22009), and feedback from the recent customer survey and journey mapping work. Once the information is gathered, we will provide a summary to the Accessibility Committee for Persons with Disabilities.

Consultation

N/A

Appendices and Schedules Attached

Appendix A: Communication Update – (HSR2501) (City Wide) ATS RFI
for Transportation Network Company

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**Submitted and
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