



City of Hamilton Report for Consideration

To: Chair and Members
Public Works Committee

Date: April 28, 2025

Report No: PW25024

Subject/Title: Accessible Transportation Services Performance
Report Frequency

Ward(s) Affected: City Wide

Recommendations

That the Accessible Transportation Services **BE DIRECTED** to provide performance reports on the following schedule:

- a) Report quarterly to the Committee for Persons with Disabilities Transportation Working Group;
- b) Report annually to the Accessibility Committee for Persons with Disabilities (ACPD); and
- c) Report annually to the Public Works Committee following the presentation to the Accessibility Committee for Persons with Disabilities.

Key Facts

- Accessible Transportation Services must report key performance indicators annually to the Accessibility Committee for Persons with Disabilities as set out in a Human Rights Tribunal of Ontario decision. In 2022, Council directed that these reports be provided quarterly.
- Staff consulted with the Accessibility Committee for Persons with Disabilities about reporting frequencies, and members are supportive of moving back to a yearly schedule.
- The last quarterly report received by Public Works Committee was presented on March 18, 2025 (Report PW22079(i)).

Financial Considerations

There will be no budgetary impact.

Background

Accessible Transportation Services is responsible for client approval and program/contract management for services delivered by a contractor (DARTS). The contractor is responsible for daily operations, including call centre operations, trip booking, vehicle safety, on road service delivery and management of their subcontractors.

In 1998, an Ontario Human Rights Code complaint was filed, and the 2004 settlement requires that City of Hamilton staff report on defined, service-related performance measurements in an annual report to the Accessibility Committee for Persons with Disabilities. At the April 22, 2022, Public Works Committee meeting, Committee approved that staff provide this information to both Accessibility Committee for Persons with Disabilities and Public Works Committee quarterly (PW Report 22-006, Item 3 (PW21055(a))).

Accessible Transportation Services has met this requirement since then and provides additional information regarding contractor performance to the Public Works Committee as part of enhanced contract management, namely, contractor vehicle safety and contractor non-conformance. As part of continuous improvement, Accessible Transportation Services recommends changing the report contents and frequency, to add more value to the distinct audiences.

Analysis

Legislative and City Policy Requirements

Accessible Transportation Services manages contractor performance and demand forecasting through:

- Meeting or exceeding the requirements arising from the 2004 Human Rights Tribunal of Ontario settlement;
- Meeting the Accessibility for Ontarians with Disabilities Act requirement for an annual accessibility plan to ensure adherence to legislated requirements; and
- Providing updates to Talent and Diversity for inclusion in the Accessibility for Ontarians with Disabilities Act Annual Status Report.

Staffing Considerations

Yearly reporting will be carried out by existing staff. The statistics included in the Accessible Transportation Services performance reports are regularly tracked and so are readily available for monitoring and reporting.

Stakeholder Consultation

When the Q3 performance data was presented to the Accessibility Committee for Persons with Disabilities on February 11, 2025, Accessible Transportation Services committed to review the format of the report, given the amount of data it includes (ACPD Meeting 25-002, Item 7.2). At the Accessibility Committee for Persons with Disabilities Transportation Working Group meeting held on February 25, 2025, Accessible Transportation Services staff reviewed and discussed a revised approach to performance reporting with working group members, as follows:

- Accessible Transportation Services will provide quarterly performance numbers to the Transportation Working Group, to maintain frequent reporting on customer satisfaction metrics. These numbers will then be reported to the Accessibility Committee for Persons with Disabilities meeting agenda as part of Working Group updates.
- Accessible Transportation Services will provide a yearly performance report to the Accessibility Committee for Persons with Disabilities first, and then to a subsequent Public Works Committee meeting. The yearly report will refer to the quarterly presentations previously provided to the Transportation Working Group.
- The annual report to Public Works Committee will also highlight year over year performance with analysis to identify trends and actions taken.

The above approach was outlined to the Accessibility Committee for Persons with Disabilities in a memorandum on March 18, 2025, (Report PW25009, ACPD meeting 25-003, Item 7.3), and was received at that meeting.

Alternatives

- Accessible Transportation Services could continue to provide performance reports to Public Works Committee quarterly. However, this may mean opportunities are missed for Committee to look at year over year trends and to consider the factors influencing them.
- Accessible Transportation Services could continue to report on vehicle safety and contractor non-conformance quarterly, apart from the data that is presented to the Accessibility Committee for Persons with Disabilities. This data is tracked continuously and so is readily available. Such a report would be relatively brief.

Relationship to Council Strategic Priorities

Accessible Transportation Services provides the above recommendations in support of the following Council Strategic Priorities:

2. Safe & Thriving Neighbourhoods
 - 2.2. Make sure people can safely and efficiently move around by foot, bike, transit, or car; and
3. Responsiveness & Transparency
 - 3.1. Prioritize customer service and proactive communication.

Continued attention to the above indicators not only supports oversight of contractor performance but also informs both continuous quality improvement and long-term planning for a safe, accessible, and sustainable service.

Previous Reports Submitted

- [PW25009 MEMO - Accessible Transportation Services Performance Report, Accessibility Committee for Persons With Disabilities March 18, 2025](#)
- [PW22079\(i\) Accessible Transportation Services Performance, Public Works Committee March 17, 2025](#)
- [Accessible Transportation Services Performance Review Q3 2024, ACPD February 11, 2025](#)

Consultation

The following were consulted in preparation of this report:

Accessibility Committee for Persons with Disabilities

Jessica Bowen, Manager, Human Resources/ Diversity and Inclusion

Appendices and Schedules Attached

N/A

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Public Works, Transit/ Accessible Transportation Services

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Public Works, Transit