

Transportation Working Group Meeting Notes

April 22, 2025

Q4 Report

Owen provided presentation deck to TWG

Question was asked to confirm detailed reporting of trends over the year versus averages: the trend movement is captured in the description of the data below each chart. ATS will confirm this is adequately captured in the body of the report as well, prior to sending to Carrie to add to the Transportation Working Group notes on the next Accessibility Committee for Persons with Disabilities (this has been done and some additional text added to the descriptions below charts describing late trips and on-time performance).

Discussion of impacts on denial and late trip trends: in early 2023 there were impacts due to vehicles being pulled for inspection at a higher rate; this has settled (as reflected in the improvement late 2023 and early 2024). However, we are seeing a bit of decline end of 2024 to mid-2023 levels primarily due to the impact of vehicles out of service awaiting parts for repair, which can affect up to 40% of the fleet in a given month.

Question was asked regarding tracking of trips (subscription and casual trips) according to purpose: contractor staff are not supposed to ask this personal information, though customers may choose to volunteer it.

Discussion of decline in Taxi Scrip use: comment from the working group that the number of booklets allowed for purchase is not enough and this is why trip counts have declined to 4% of trips requested. ATS is currently looking at how service is provided overall, including the taxi scrip program, to best meet customer needs. Historically, the program was thought of as a backup for customers who are unable to book a trip on the shared ride service.

Discussion of lack of tracking for Taxi Scrip program complaints as these go directly to the vendors concerned: ATS will look into providing more detail regarding recourse for complaints related to the program, e.g., how to reach out to Municipal Law Enforcement if needed. ATS will look at obtaining what data is available in order to include it in future reports. Working group notes the limited number of accessible taxis available in Hamilton and that incentive for operators to purchase accessible taxis is lacking.

Additional discussion on performance data: Accessible Transportation Services staff are currently monitoring denial rates weekly. The 2024 annual report going to Accessibility Committee for Persons with Disabilities and Public Works Committee reviews system trips from 2019 to 2024, including Taxi Scrip trips. Average trip distance on the shared ride service is still around 10 kilometres.

Request was made to include mileage data as 2024 year to date amounts. Accessible Transportation Services can add to the quarterly report before sending to Clerks (note: this data has been added).

Other Accessible Transportation Services Questions

The 10 minute courtesy call ahead can be accessed by calling Accessible Transportation Services and requesting a comment be added to the profile. The contact of a working group member was told when they called that it was no longer done; member to obtain consent to provide Client ID number to staff for follow up.

The Dillon Consulting Journey Mapping report previewed at Accessibility Committee for Persons with Disabilities will be provided to Public Works Committee in Q3 2025 with the survey data analysis. Accessible Transportation Services has confirmed grant money to retain McMaster students who will be working on this in the summer months. Goal is to provide accessible service and consider what needs to be in place for customers.

HSR Question

Working group expressed lack of response to complaints regarding customer service (specifically, assistance securing wheelchairs) and annunciator function.

Accessible Transportation Services requests please send in complaints and loop in Accessible Transportation Services if Accessible Transportation Services can be of assistance with follow up. Accessible Transportation Services has reached out to HSR colleagues to attend next working group to review efforts to improve annunciator function. Confirmed HSR reminder notices are

going out to Operators re duty to announce stops if annunciator is not working.

Question was asked if HSR has trip denial data: HSR does count “pass-bys” of customers waiting at stops who aren’t picked up. This can include customers with mobility devices.