

## **Transportation Working Group Meeting Notes February 25, 2025**

### **1. ATS Quarterly Report – discussion of format and options for reporting**

- Q3 report was presented at February 11 ACPD
- Comparing current format to what was provided in the past by memo to ACPD, the challenge was amount of information in original excel files saved to PDF meant small font; City clear print guidelines were applied to report when it became quarterly to ACPD and Public Works Committee in 2022 and ongoing challenge to ensure all learning styles are met by including graphs with descriptions
- Information added to report since 2022 includes call centre stats, service km for DARTS and subcontractors. ATS applications received
- Public Works Committee members have expressed that an annual report may be more useful due to volume of data
  - While the data categories are familiar to ACPD members, Councillors are not as familiar with relationships between categories
- OHRC reporting requirements were reviewed
- ATS confirmed reports are going to ACPD first, then Public Works Committee

- ATS also uses the regular reports to Public Works Committee to present vehicle inspection outcomes in addition to the ACPD report
- Discussed the importance of accountability and review of quarterly numbers to identify service issues impacting passengers
- Discussed plan to move the quarterly report to Transportation Working Group with annual report to ACPD and report to Public Works Committee following this
  - Format will change due to reporting of annual trends; discussed reporting across 5 years to include pre-COVID, COVID, and COVID recovery numbers
  - Plan to move to this format for Q4 2024 reporting
- Discussion of looking at new applicants to see how frequently they travel

## **2. Policy Review Working Group**

- ATS is awaiting the preferred monthly date for ACPD to convene this group, as ATS has enough staff to cover and so does not have a preferred date and time

## **3. New ATS Passenger Orientations**

- HSR currently has no available space to conduct in person
- There may be some opportunity in future to have some brief videos produced

- ATS User Guide is being updated with pages added to provide information about Special Travel Requirements (this was discussed at the working group on June 25, 2024)
- Plan is to post the updated User Guide to the ATS Web Pages

#### **4. Conventional Transit (HSR)**

- Question asked by working group regarding access to accommodation plans on HSR; Michelle to bring question to HSR