



City of Hamilton Memorandum

To: Chair and Members
Accessibility Committee for Persons with Disabilities

Date: June 10, 2025

Report No: PW25041

Subject/Title: Accessible Transportation Services Customer
Survey Data

Ward(s) Affected: City Wide

Information

At the end 2023, Accessible Transportation Services conducted a survey of customers. This survey was composed with input from the Accessibility Committee for Persons with Disabilities (ACPD) Transportation Working Group (see Accessibility Committee report 23-009).

The survey contained 60 questions about service use, service satisfaction, disability, mobility devices, destinations on transit, and demographic information. At the request of the Accessibility Committee for Persons with Disabilities, respondents were able to skip any question they wished, and the demographic questions were specifically flagged as optional. The survey also included the option to provide contact information for the purpose of participating in a customer panel. There were 275 respondents who expressed this interest.

Accessible Transportation Services engaged with McMaster University to make the best possible use of survey data, specifically to work with Dr. Léa Ravensbergen due her research on mobility work (the emotional, physical, and logistical labour imposed on older riders with disabilities using transit) (Ravensbergen et al., 2021) and on mobility of care (use of transit to shop for groceries, attend medical appointments, and drop children off) (Ravensbergen et al., 2022) (Report PW24085).

Unfortunately, when staff reviewed the language in the agreement necessary for the transfer of anonymized survey data to McMaster, it was determined that the language used in the notice of collection in the original 2023 survey was too restrictive, and we cannot use the survey data as originally intended.

Staff have been able to quickly pivot to a new plan. The survey will be released again to customers on contractor vehicles, and 2023 survey respondents who provide contact information to participate on a customer panel will be personally invited to complete it. The survey will have a revised notice of collection of personal information added to it and communicated to respondents who will be invited to complete it anonymously. This revised language will allow for the ongoing use of the data for research purposes, including to improve Accessible Transportation Services and plan for future service options. As in 2023, the survey can be completed online, in hard copy, or via accessible PDF form. ATS is targeting June 13, 2025, for survey re-release.

Though we anticipate the sample size will be smaller, this revised survey plan has the advantage of providing staff and researchers with data that is more current. Additionally, it will allow us to repair a survey logic error in the original online tool used: two questions were not correctly set up, so the original data set was missing key feedback about the use of accessible conventional transit (HSR) and taxis.

Acknowledging that some resulting confusion on the part of Committee members is likely, their patience is sincerely appreciated.

Staff are looking forward to close collaboration with McMaster University researchers on the data we will be collecting, and we look forward to close collaboration with the Accessibility Committee for Persons with Disabilities as we review the results of their data analysis.

Consultation

Legal Services and the Corporate Privacy Specialist were consulted on the revised survey plan as described above.

Appendices and Schedules Attached

N/A

Prepared by: Michelle Martin, Manager
Public Works, Transit/ Accessible Transportation Services

Submitted and recommended by: Michelle Martin, Manager
Public Works, Transit/ Accessible Transportation Services