




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	March 27, 2025
SUBJECT:	Accessible Transportation Services Request for Information – Transportation Network Company (City Wide) (HSR2501)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

The Transit Division's Accessible Transportation Services section has been considering solutions to improve the customer experience for those who use specialized transportation, provided to persons with disabilities whose needs may not be met by conventional transit. Accessible Transportation Services staff have worked with the City's Procurement Division to prepare a Request for Information to gather information from the market of possible transportation network companies regarding their interest and ability to provide door-to-door transportation options. This process is the first step that will assist staff to determine if there are enough interested vendors to justify a formal procurement process such as a request for proposals or tender to enhance or complement services currently provided.

Staff will follow the City's procurement policy throughout the process. It is important to remember that this is simply an information-gathering process only, and there is no obligation on the part of the City to take further action.

Further updates will be provided once staff have had a thoughtful review of the information learned through the request for information process. This is a crucial step in re-envisioning alternative solutions to improve the customer experience for clients of Accessible Transportation Services.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

What is a Transportation Network Company?

A transportation network company like a taxicab company or a ride-share service, has a network of available fleet who can respond to on-demand calls for transit.

Why is Accessible Transportation Services releasing this Request for Information?

We remain committed to looking for new and innovative ways to meet demand and improve the customer experience for persons who rely on specialized transportation. We already know, through customer surveys and journey mapping work, that there is an interest in having service solutions which allow for more spontaneous travel and less restrictive booking window. This process will help us determine what other solutions may be possible.

This process is also a critical step towards addressing other concerns raised by the Office of the Auditor General, specifically:

- Planning for contingencies in the event of any circumstances preventing the current contractor from meeting trip demand (AUD22007).
- Finding alternatives to the current Taxi Scrip program in a manner that allows for greater oversight (AUD22009).

Information gathered through this process will assist staff in responding to feedback collected through recent customer surveys. It may also help staff form future recommendations about service delivery options for specialized transit, as outlined in the Accessible Transportation Services Road Map.

Accessible Transportation Services will inform the Accessibility Committee for Persons with Disabilities (ACPD) of the upcoming process and will share general information learned with them. Staff will continue to engage with the Committee and consult on future options.

For further information, please contact Maureen Cosyn Heath, Director, Transit, at Maureen.CosynHeath@hamilton.ca or (905) 546-2424 ext. 1860.

APPENDICES AND SCHEDULES ATTACHED

N/A