



Audit Follow Up Report

September 23, 2013

To: Pre Audit Sub Committee
From: Brian Bigger, Auditor General

Re: Handi Transit

Audit Report Released	August 2011
Original # Of Recommendations	6
# Of Action Plans Previously Completed	0
# Of Action Plans Now Completed	6
# Of Action Plans On Next Followup	0
Status As Of June 30, 2013	Completed

Recommendation and Summary Of Progress (Note: Self assessment conducted by Transit Services)	Self-assessed Status
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Recommendation 1	
Transit should put together a long term strategy for Handi Transit that considers the impact of the continuous growth in demand for Handi Transit Services on future costs. Expected long term outcomes, desired levels of service and funding needs for this program should be clearly identified to enable an evaluation of the achievement of value for money.	Fully or Substantially Implemented
<u>Original Management Response</u> No Response	
<u>Actions taken, results and /or actions planned</u> The City publishes an accessibility plan on an annual basis. Transportation forms part of the published plan. Transit staff has also presented recommendations to the Operations Committee for consideration which take into account the sustainability and growth of the system.	

Recommendation 2	
Transit Services should offer free ride incentives (limited trials), and bus transfers (to conventional transit), to encourage riders eligible of Handi Transit. This will encourage increased use of, and familiarity with the conventional transit system.	Alternative Action Taken

Original Management Response

We will attempt to make a difference without discriminating or subsidizing a new program.

Actions taken, results and /or actions planned

Transit engaged in an education campaign promoting the use of the conventional system.

Recommendation 3

With Transit's fleet comprising of 100 percent low floor buses by mid 2011, Transit Services should take the opportunity to work with the Accessibility Committee to revisit the eligibility requirements for Handi Transit, and to evaluate the possibility of offering seasonal passes.

Fully or
Substantially
Implemented

Original Management Response

In light of the fact that the transit fleet will soon be 100% accessible, staff will ask the accessible advisory committee to review the eligibility form and make appropriate recommended changes for council's approval.

Actions taken, results and /or actions planned

Recommendations have been approved by the Operations Committee and will be implemented Jan 1 2014.

Recommendation 4

Management should collect the pickup and drop off data for all Handi Transit rides from the Handi Transit service provider. This data can aid management in future route planning and bus stop placement decisions on the conventional transit system.

Alternative Action
Taken

Original Management Response

Included in Staff's plan is to work with the service provider to continue to remove barriers and to integrate the two tier systems where possible. We will work on coordinated dispatch as well as providing portions of rides on the conventional and Handi Transit systems.

Actions taken, results and /or actions planned

Transit staff will continue to work with the service provider and the Accessibility Advisory Panel to remove barriers where possible. Pick up and drop off locations are reviewed and considered during route planning.

Recommendation 5

As it is current Transit policy that drivers can make a special request stops, this information should be communicated through Transit's website, and other information sources.

Fully or
Substantially
Implemented

Original Management Response

No Response

Actions taken, results and /or actions planned

Completed.

Recommendation 6

There are currently no City standards for designing accessible bus stops and/or bus shelters. It is a good practice for standards to be developed that would improve the accessibility of the transit system for all riders. Management should give accessibility maintenance and design priority to conventional system bus stops that are in close proximity to important destinations for Handi Transit users.

Alternative Action
Taken

Original Management Response

We will follow Ontario standards as developed.

Actions taken, results and /or actions planned

We will continue to follow Ontario standards as developed. Transit staff is also working directly with Construction Services to identify and remove barriers at transit stops and to make appropriate recommendations prior to the construction phase of road work.

A handwritten signature in black ink, appearing to read 'BBigger'.

Brian Bigger, CGA, CRMA

Auditor General for the City of Greater Sudbury