

Edmonton Transit Service

Edmonton

**CO02762 - Administration
Response: Dedicated Accessible
Transit Service (DATS) Audit**

**February 18, 2025
Audit Committee**

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Context: Service Design



Conventional Transit

- Conventional bus
- Light Rail Transit (LRT)
- On Demand Transit (ODT)
- Ridership has exceeded pre-pandemic levels by 12% at the end of 2024



Paratransit

- Door-to-door shared ride service for those who are unable to use conventional transit due to cognitive or physical disability
- Trip volume is approximately 93% of pre-pandemic levels
- 50th anniversary of providing paratransit service in April 2025

Context: Service Design

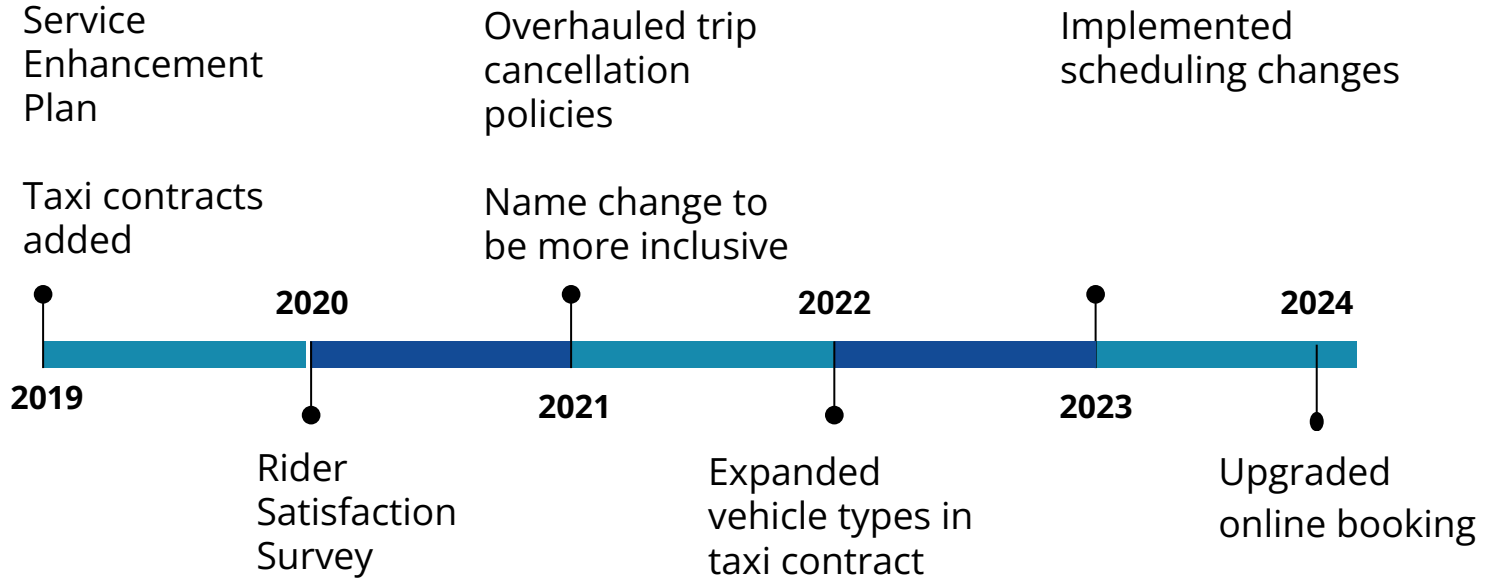
DATS (Paratransit)

- ✓ Variable routes (demand based)
- ✓ Variable schedules (demand based)
- ✓ Smaller vehicles with more accessibility features
- ✓ Must meet eligibility to use service

Conventional Transit

- ✓ Fixed routes
- ✓ Fixed schedules
- ✓ Accessible buses and light rail vehicles
- ✓ No eligibility requirements

Context: Rider Improvements



Context: Operating Budget

- Auditor's report notes the higher cost per trip for DATS compared to conventional service
 - Service design leads to a higher cost per trip compared to conventional service
- Cost reductions have been implemented in DATS
- Other paratransit service providers with a lower cost per trip have a larger amount of the service delivered through third-party contracts than ETS

Summary of ETS Actions		Date
1	Update documentation and develop quality assurance program for rider eligibility process.	June 30, 2025
2	Implement an updated password system and an automated deletion of records for riders who have been inactive for more than six years.	December 31, 2025
3	Implement monthly reviews to ensure service checks and vehicle inspections are documented. Create a log of all site visits and training audits conducted. Use of contract assessments will be reviewed.	September 30, 2025
4	Update contractor payment processes.	December 31, 2025

Summary of ETS Actions		Date
5	Document clearly defined goals, measures and targets, and better integrate these in Enterprise Performance Management processes as part of the ETS branch. Establish a paratransit-specific risk register.	September 30, 2025
6	Document the considerations and complete a review of the paratransit service model every four years, prior to the City of Edmonton's four year business and budget planning cycle.	December 31, 2025
7	Document and implement data validation controls and a data quality assurance process.	September 30, 2025
8	Document and implement a process to ensure training materials and Standard Operating Procedures are up-to-date. Document and implement a process to formally track training completion.	December 31, 2025

