

7.3 - Dedicated Accessible Transit Services (DATS) Audit

Audit Objective: To determine if the Edmonton Transit Services Branch manages paratransit service effectively and efficiently to serve Edmontonians who are unable to use conventional transit.

Overall Conclusion: We found that Edmonton Transit Services Branch partially met the audit objective. The Branch has several strengths. These include clearly defined values and responsibilities, effective use of technology, and positive relationships with contracted service providers. Staff generally feel well-equipped to do their jobs and DATS clients are satisfied with the service. However, we found areas where they can improve their effectiveness and efficiency in managing paratransit services.

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Recommendations to the Edmonton Transit Service Branch:

1. Update and use documented assessment guidelines for making eligibility decisions, and formally review these decisions to provide fair and consistent access to the service for those who need it.
2. Update password requirements and destroy sensitive information in accordance with City rules to better safeguard City data.
3. Improve how it monitors contractors and apply additional formal controls to help enforce contract terms and conditions.
4. Have a second individual review and approve contractor assessments and invoices to reduce errors.
5. Improve its strategic planning by:
 - Enhancing its performance measurement framework to include clearly defined goals, measures, and targets to achieve its mission and vision.
 - Conducting regular risk assessments at the paratransit level to identify and address relevant risks.
6. Regularly review its service model to optimize value for money and service quality.
7. Implement data validation controls and a data quality assurance process to regularly review data accuracy and completeness to help make evidence-informed decisions.
8. Update its training materials and formally track training completion to equip staff with the necessary skills and knowledge to provide excellent service.