



**Ottawa City Council**

**27 April 2022**

**Disposition of Items Approved by Committees under Delegated Authority**

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**Transit Commission**

For the information of Council, the following item was approved by the Transit Commission under Delegated Authority, at its meeting of April 20, 2022:

**3. MOTION – PARA TRANSPO SERVICE UPDATES AND PERFORMANCE INDICATOR DATA**

ACS2022-OCC-GEN-0014

CITY WIDE

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**That Transit Commission approve:**

- 1) That Section 83(4)(a) of the Procedure By-law be waived to add a standing item entitled “Para Transpo Service Verbal Update” to all future Transit Commission Agendas for the remainder of the term of the 2018-2022 Council and this update focus on on-going objectives and priorities of Para Transpo; and**
- 2) That this new agenda item, be reviewed at the start of the 2022-2026 Term of Council;**
- 3) That the following data be included in the semi-annual performance indicator report:**
  - a) Ridership Volume, number of trips per month**
  - b) Number of rides per month completed within established performance standard**
  - c) Number of rides per month that are not fulfilled**

- d) **Number of rides per month reserved on-line**
  - e) **Number of rides per month, reserved by phone**
  - f) **Average wait time to book a ride, by phone**
  - g) **Number of customer complaints per month with type of complaint identified;**
- 4) **That at the September 2022 Transit Commission meeting, staff provide an overview of future priorities and issues that they are working on and/or will become an issue for the Commission's consideration in due course.**

CARRIED