Council Direction:

This report has been prepared in response to a delegation report from Mr. David Barnett presented to the Public Works Committee on April 29, 2009. On a Motion the Committee directed the following:

(a) That the presentation by Dave Barnett be received;
(b) That staff be directed to review the general complaints process and report back to the Public Works Committee with possible improvements;
(c) That Mr. Barnett be notified at the time the requested information is presented.

Information:

The purpose of this report is to address point (b) review the general complaints process and report back to the Public Works Committee with possible improvements.

The Transit complaint process has been reviewed and compared to other Transit Systems. The complaints process is very similar in all systems, in that it balances due diligence in our commitment to the public, while being fair to our employees.

Transit’s customer feedback process went through a rigorous review in 2008, and revisions were made with input from ATU Local 107. Subsequently staff further reviewed our complaint processes by doing a comparison of Brampton Transit and Mississauga Transit, which showed that the main concepts are similar through all transit systems with the process being as follows;

1. Whenever possible, all customer feedback will be handled immediately during the initial report using current up to date information; such as a known detour or delays to a route - due to an emergency or road closure etc.
2. The feedback may require further investigation in order to determine accuracy of the incident and is filtered for further investigation and follow up to one of three departments; Operations, Scheduling and Maintenance.

3. Further investigation may allow for the feedback to be handled as quickly as possible by a Superintendent/Inspector in the field or the feedback may require more detailed investigation to ensure that the correct employee is identified. Once validation of the information is confirmed, a copy of the feedback is sent directly to the bus operator involved, in order for them to be aware of the complaint and to allow the employee to be able to provide their feedback. The feedback is reviewed and further discussion with the employee may or may not be necessary.

4. Focusing on specific behaviours that may have been the result of a customer complaint, random ride checks to monitor those behaviours may be completed by Superintendent/Inspector to ensure employees are performing their duties as required.

5. Consistent complaints of a similar nature, and/or with the same Operator, are dealt with at a Supervisor level, while the more serious incidents are handled at the Managers level and discipline is a possible outcome.

The chart below shows the number of complaints we have received in regards to our operators over the last five (5) years, against an average boarding of 27,000,000 passengers per year.

<table>
<thead>
<tr>
<th>Category</th>
<th>2006</th>
<th>%</th>
<th>2007</th>
<th>%</th>
<th>2008</th>
<th>%</th>
<th>2009</th>
<th>%</th>
<th>2010</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commendation</td>
<td>54</td>
<td>6.8%</td>
<td>85</td>
<td>8.8%</td>
<td>57</td>
<td>7.0%</td>
<td>86</td>
<td>8.2%</td>
<td>86</td>
<td>9.2%</td>
</tr>
<tr>
<td>Operator Behaviour</td>
<td>285</td>
<td>36.1%</td>
<td>333</td>
<td>34.5%</td>
<td>306</td>
<td>37.6%</td>
<td>362</td>
<td>34.4%</td>
<td>340</td>
<td>36.2%</td>
</tr>
<tr>
<td>Quality of Service</td>
<td>450</td>
<td>57.0%</td>
<td>546</td>
<td>56.6%</td>
<td>451</td>
<td>55.4%</td>
<td>605</td>
<td>57.5%</td>
<td>513</td>
<td>54.6%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>789</td>
<td>100.0%</td>
<td>964</td>
<td>100.0%</td>
<td>814</td>
<td>100.0%</td>
<td>1,053</td>
<td>100.0%</td>
<td>939</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Vision: To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.
Values: Honesty, Accountability, Innovation, Leadership, Respect, Excellence, Teamwork