

# TTC AUDIT COMMITTEE REPORT NO.

**MEETING DATE:** November 18, 2009

**SUBJECT:** STATUS UPDATE - WHEEL-TRANS CUSTOMER  
SERVICE AND PLANNING AUDIT

## **INFORMATION ITEM**

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### **RECOMMENDATION**

It is recommended that the TTC Audit Committee receive this report as an update to the Internal Audit conducted in 2007 within the TTC Wheel-Trans Customer Service and Planning sections.

### **FUNDING**

All funds required to complete the outstanding items recommended are included in the Wheel-Trans Operating and TTC Capital budgets.

### **BACKGROUND**

An audit was conducted in 2007 on functions completed by the Wheel-Trans Customer Service and Planning sections. The findings recommended a stronger management of the outside contracted initial and appeal eligibility interviews, more quality assurance to ensure compliance with the contracts, to document Standard Operating Procedures governing the eligibility processes, and ensure the protection of sensitive registrant information. Customer Service policies such as the Late Cancellation and Prebook Service were also to be reviewed, clarified, and be more effectively monitored.

In addition, the audit identified that delays in the implementation of a scheduled State of Good Repair (SOGR) project to upgrade the Wheel-Trans Information Computer System (WTIS), and the delivery of approved upgraded telecommunications technology were negatively impacting operations and overall service delivery performance. Although the project has been delayed, the internet trip booking and adjustments to the scheduling system have been made in the interim to reduce the impact.

**DISCUSSION**

The following is an update to all audit findings.

Finding 1

Stronger management of contracted initial and appeal interview and quality assurance services is required to ensure compliance with contracts. Standard Operating Procedures governing the documentation of eligibility decisions and protection of sensitive registrant information for Customer Service staff need to be prepared.

Action

A number of initiatives have been completed to ensure that the contracted service provider completing the initial and appeal eligibility interviews, follows all processes. Quality Assurance audits are being completed quarterly, case file reviews are being completed weekly with the Compliance Monitor and the Wheel-Trans Customer Service Supervisor, and spot audits are being completed by the Compliance Monitor on the contractor interviewers.

Standard Operating Procedures are now in place for managing customer files. All customer changes are formally approved and documented.

Sensitive information is being protected and received in a more secure manner. A new fax machine and line is now located in the Customer Service Supervisor's office and a formal manual file tracking system is now in place to record any changes or anytime anyone accesses customer files.

Finding 2

The wording of key Customer Service policies needs to be clarified to ensure compliance is effectively monitored. Weak enforcement and Management's reluctance to enforce certain policies also needs to be addressed to ensure customers are treated equitably and violations are minimized.

Action

The Late Cancellation Policy and Prebook Usage policies have been reviewed with the Advisory Committee on Accessible Transportation (ACAT) and the changes recommended have been implemented. With ACAT's input, the Late Cancellation Policy was modified and now allows customers to be able to cancel four (4) days rather than three (3) days in a month before being in violation of the policy. In addition, an orientation session has been developed to educate customers regarding the effects of cancellations and to remediate

any issues. The Questionable Rider Program, which is used to ensure that a customer still qualifies for service after going through the initial interview process, has also been reviewed. The observations which are currently being completed by Wheel-Trans Mobile Supervisors will be contracted out by January 2010 as part of our eligibility compliance monitoring process.

Finding 3

Delays in the implementation of the scheduled State of Good Repair (SOGR) to the mission-critical Wheel-Trans Information System (WTIS) and in the delivery of approved upgraded telecommunications technology are negatively impacting operational control reporting accuracies, procedural efficiencies, and performance achievements.

Action

Working with the TTC Information Technology Services Department, an electronic Dispatch Communications system was implemented in March 2008 and the internet trip booking, cancellations, and online customer communications system was put in place on June 1, 2008. The WTIS SOGR project to replace the scheduling system will now be completed by the end of 2010 and the AVL/GPS system will be partially implemented in 2010 and fully-integrated with the scheduling system by the end of 2011.

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October 8, 2009  
18-20-20