



Hamilton

October 20, 2017

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Office of the City Clerk - Freedom of Information section  
Corporate Services department  
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Dear Joey Coleman

Re: Freedom of Information Request #17-155 (HSR Operators, Road Supervisors)

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I am writing to you in regard to the above-noted freedom of information request and further to the City's acknowledgement letter dated September 26, 2017.

The details of your request are noted below and were directed to the City's Public Works department for review and a response to our office.

A daily count of HSR operators and road supervisors broken down into those on duty, modified duty, and absent for the period on January 1, 2015 to September 20, 2017.

A list of the resulting bus trips not operated including route number and block paddle; run number; extra number (in case where extra did not operate); and, charter. Include partial missed service.

Transit division staff reviewed the details and undertook sample searches to determine the process to be followed to identify responsive information for the 142 week date parameter of the request.

It appears that a series of reports can be generated through the division's software, from which responsive data can be extracted into an Excel spreadsheet and, a copy of all of the block paddles for each board period request can be produced and provided on a USB stick. Staff have noted that a portion of the request details involve hard copy records which staff will be required to review in order to identify and extract the responsive information.

A step-by-step outline (*Schedule A*) of the activities undertaken by staff to identify the information responsive to the request details is enclosed; the activity times noted in the outline are based on the actual time spent by the Transit division staff.

Also enclosed is a copy of the sample search results (*Schedule B*).

Please review the enclosures and advise our office by **November 10, 2017** if you would like to consider a modification of the 142 week date parameter and/or any other portion of the request. If you have questions about the content of the enclosures please direct your inquiry to **Jason VanderHeide** – Manager, Transit Planning and Infrastructure at (905) 546-2424 ext. **2390**.

If your decision is to proceed with the request unchanged, our office will provide you with a formal fee estimate based on the Transit division staff efforts to date as outlined in *Schedule A*.

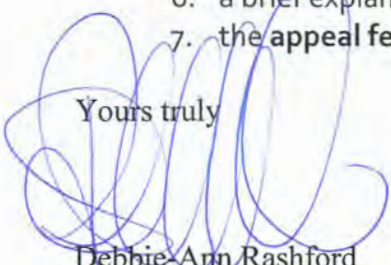
The request will be considered to be abandoned if your response is not received by the aforementioned date.

Pursuant to section 39 (1) of the *Act*, you may also request a review of this decision letter within 30 days of the date of this letter by sending a completed *Appeal Form* (available at [www.ipc.on.ca](http://www.ipc.on.ca)) or letter to the IPC Registrar, Information and Privacy Commissioner/Ontario, 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8, telephone: 1-800-387-0073.

The appeal is to include:

1. your name, address and telephone number;
2. the government organization's name (City of Hamilton);
3. the freedom of information request file number;
4. a copy of this letter;
5. a copy of your request;
6. a brief explanation of the basis for the appeal; and,
7. **the appeal fee of \$25.00 payable to the Minister of Finance**

Yours truly



Debbie-Ann Rashford  
Access & Privacy Officer

/dcr  
encls. (*Schedules A & B*)

# Schedule A

**F.O.I. Request #17-155:** Information needed to be extracted from Trapeze for the time period from Jan. 1, 2015 to Sept. 20, 2017.

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## **Cancelled Service:**

Step #1 – Produce Weekly Cancelled Service Summary Report

Step #2 – Produce secondary Trip reports by right clicking on individual trip cells within the summary report

Step #3 – Pull all daily trips over to an Excel document, and remove the piece number column, replacing it with a route # column as was requested. Route #s are not provided in the original summary report and need to be manual entered

*\*Note:* manual extraction of n/a data is needed to accurately reflect what service is actually cancelled due to absenteeism vs. work that Trapeze recognizes as cancelled due to seasonal anomalies or other reasons.

Approx. Data Collection Time Involved: 10 mins/1 week of information

## **Daily Count of Operators on duty:**

Step #1 – Produce Weekly Hours Analysis Summary Report

Step #2 – Produce secondary summary reports from each of the highlighted cells within the summary report to identify Operators who were at work on the chosen day. In some instances 6 or more different secondary reports need to be run

Step #3 – Pull all secondary reports over to excel and compile a list of all Operators working all types of work on the chosen day. Extract all duplicates for Operators working more than one piece of work to tabulate an accurate number of Operators who were at work, and summarizing it in a chart

## **Daily Operators Modified and Absent:**

Step #1 – Produce Weekly Personnel Summary Report

Step #2 - Populate the summarized information into the excel sheet

Approx. Data Collection Time Involved: 25 mins/1 week of information

## **Daily Inspector On duty, Modified and Absent:**

Step #1 – Information related to Inspectors is not available in Trapeze. Retrieve all hard copy paperwork to analyze for the required data. Names will be assigned to all working shifts and updated throughout the week to identify if an Inspector is absent, on duty, or on modified duties

Step #2 – Populate the summarized information into the excel sheet for absences.

Approx. Data Collection Time Involved: 5 mins/1 week of information

Total time for all tasks to complete: 40 mins/1 week of information

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Marrying the block paddles with each individual day and the corresponding cancelled trips, the requester will have all the necessary information in the summary reports to point them to where they would find the information in the bulk package of paddles.