



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

2019-2021 AND Q1 2022

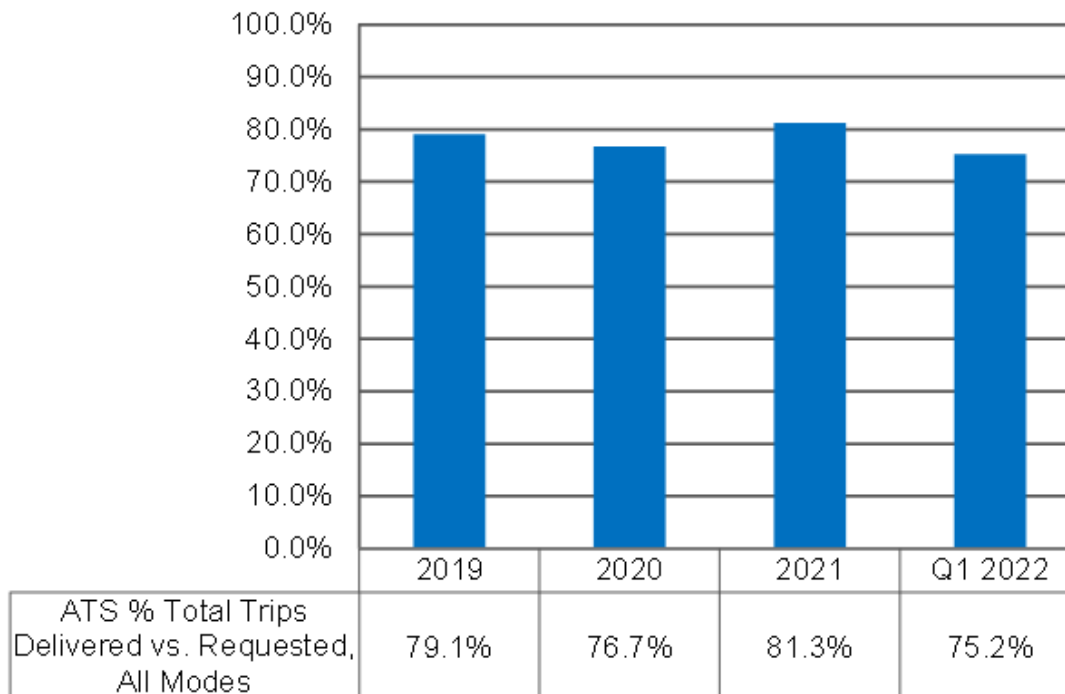
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

JULY 12, 2022

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 description: City of Hamilton logo; title, Accessible Transportation Services Performance Review 2019-2021 and Q1 2022, Advisory Committee for Persons with Disabilities, July 12, 2022; Public Works Department, Transit Division.

DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED



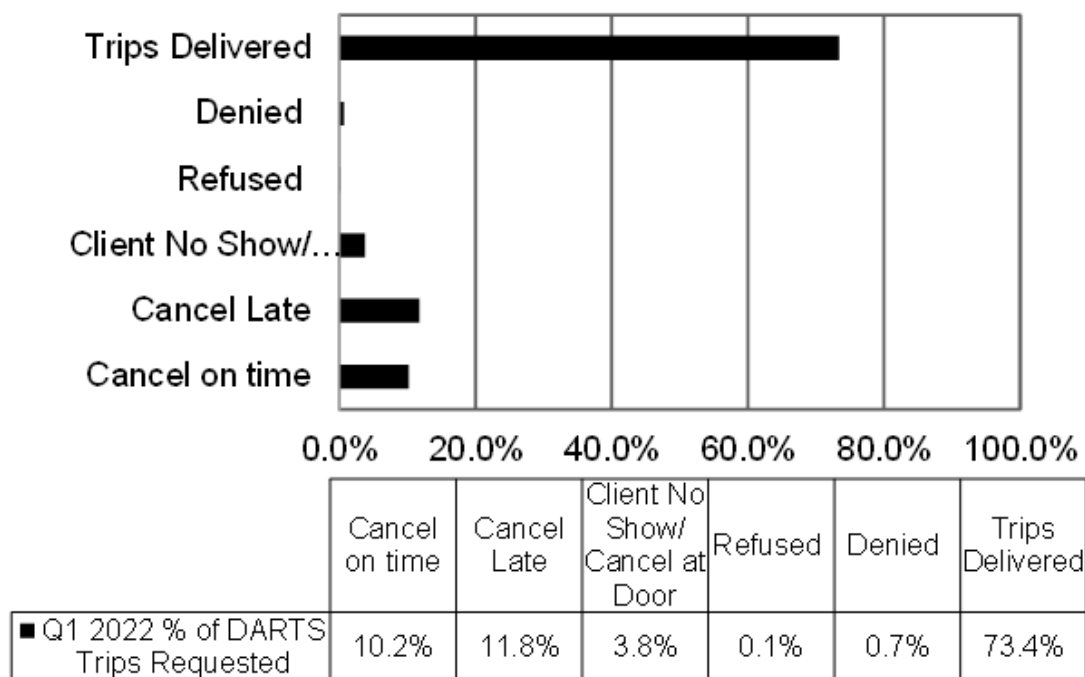
Slide 2 description: Title: Demand: Count of ATS Trips Delivered versus Requested.

This graph compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., All Modes). The blue vertical columns show the percentage of trips provided out of the total number of trips requested for 2019-2021 and Q1 of 2022. From 2019 to 2021, ATS delivered between roughly 77% and 81% of trips requested; for Q1 of 2022, ATS delivered about 75% of trips requested. The total number of requested trips also includes trips booked but not taken; i.e., cancelled trips and passenger no show trips.

Data table for slide 2 chart:

Year	ATS % Total Trips Delivered vs. Requested, All Modes
2019	79.1%
2020	76.7%
2021	81.3%
Q1 2022	75.2%

TRIP DISPOSITION Q1 2022: % OF DARTS TRIPS REQUESTED

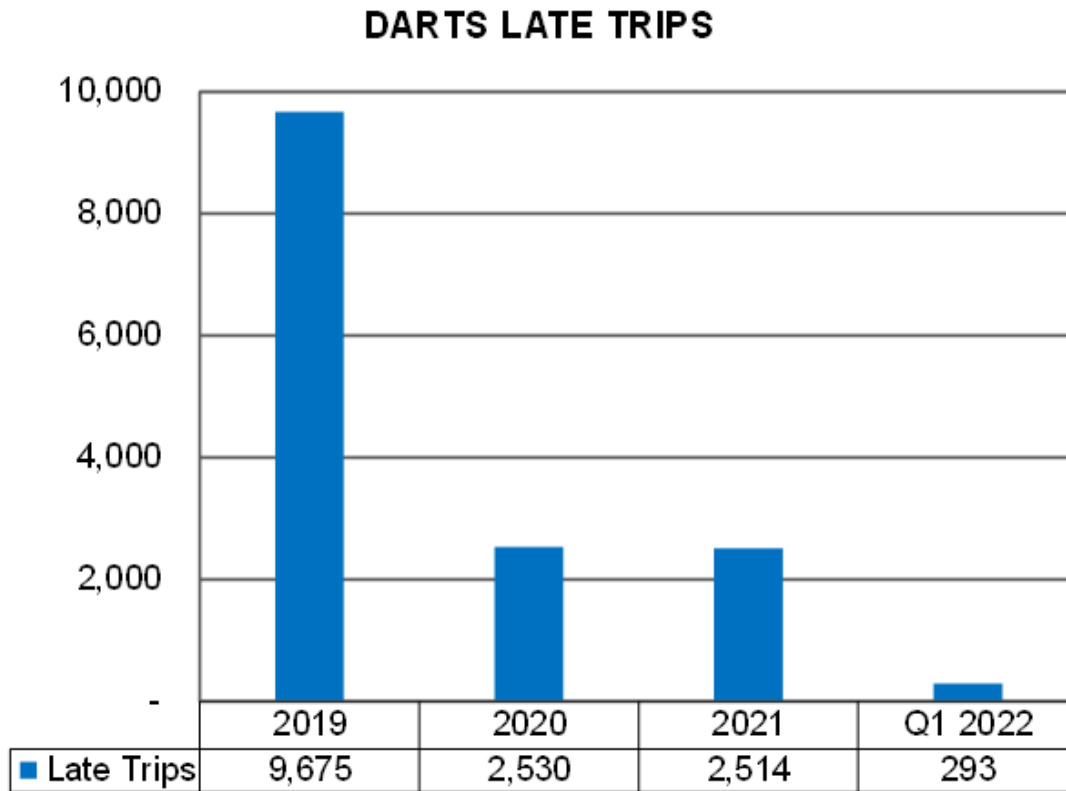


Slide 3 description: Title: DARTS Trip Disposition Q1 2022: Percentage of DARTS Trips Requested.

Slide 3 illustrates the Q1 2022 state of DARTS trip disposition. The horizontal black bars illustrate the rate of trips delivered (73.4%), compared to trips denied (0.7%), trips refused (0.1%), client no shows and cancels at door (3.8%), late cancellations (11.8%), and on-time cancellations (10.2%).

Data table for slide 3 chart:

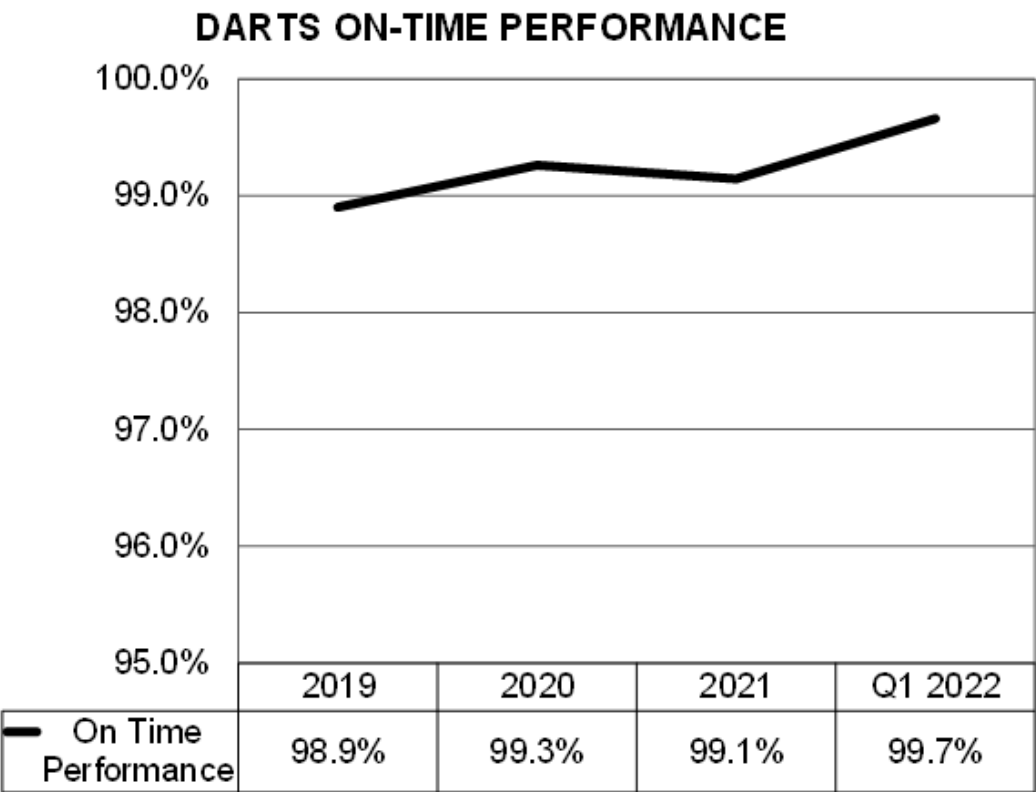
DARTS Trip Disposition	Q1 2022% of DARTS Trips Requested
Trips Cancelled - On Time	10.2%
Trips Cancelled - Late	11.8%
Client No Shows/ Cancel at Door	3.8%
Trips Refused	0.1%
Trips Denied	0.7%
Trips Delivered	73.4%



Slide 4 description: This graph illustrates the number of DARTS late trips: blue vertical columns show the number of late trips in 2019-2021 and Q1 of 2022. It shows 9,675 late trips in 2019, 2,530 late trips in 2020, 2,514 late trips in 2021, and 293 late trips in Q1 of 2022.

Data table for slide 4 chart:

Service Metrics	Late Trips
2019	9,675
2020	2,530
2021	2,514
Q1 2022	293

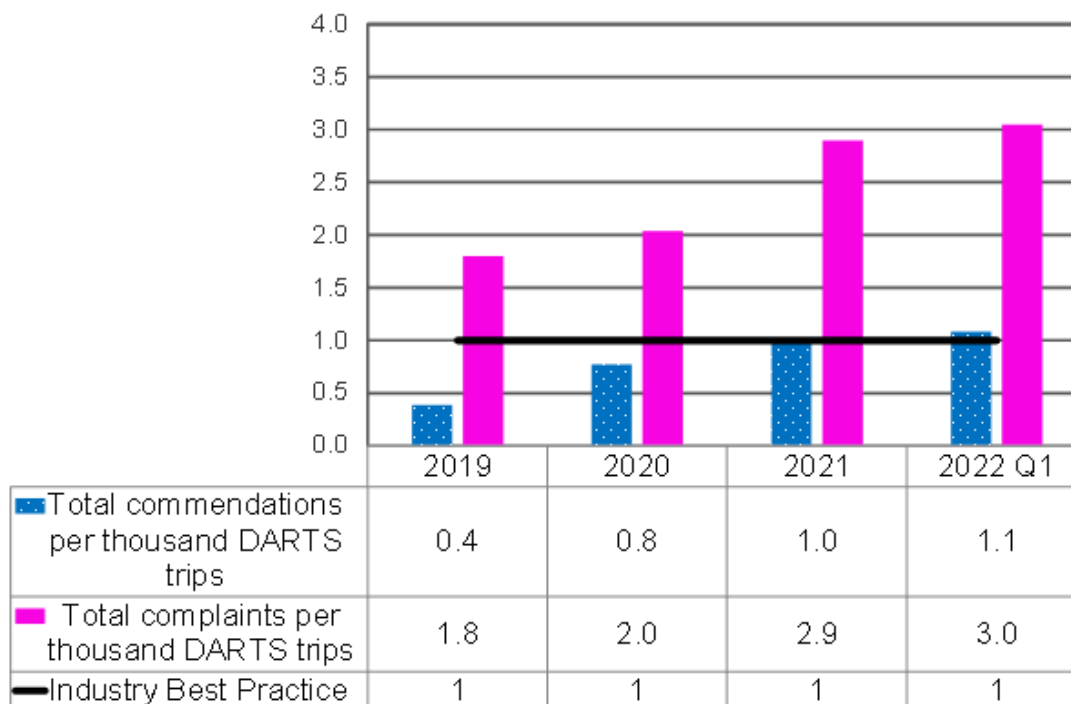


Slide 5 description: This graph illustrates DARTS on-time performance. The solid black line shows DARTS on-time performance. The graph shows an overall trend of improvement in DARTS on-time performance up to Q1 2022., and that on-time performance has been over 98% since 2019. In 2019, on-time performance was at 98.9%; in 2020, it was at 99.3%; in 2021, it was at 99.1%; and for Q1 of 2022, it was at 99.7%.

Data table for slide 5:

Year	On-Time Performance
2019	98.9%
2020	99.3%
2021	99.1%
Q1 2022	99.7%

ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS



Slide 6 description: this graph illustrates ATS and DARTS commendations and complaints per thousand trips from 2019-2021 and Q1 of 2022. The clustered vertical columns compare commendations to complaints. The vertical blue columns on the left side of each cluster show commendations per thousand trips, and the vertical pink columns on the right side of each cluster show complaints per thousand trips. ATS and DARTS complaints per thousand DARTS trips are slightly higher than total complaints per thousand system trips, and there is an overall upward trend. The solid black line illustrates dotted black line the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the industry standard for complaints has not been met from 2019 up to Q2 of 2022, but the industry standard for commendations has been met in 2021 and Q1 of 2022.

Data tables for slide 6:

Year	Total commendations per thousand DARTS trips
2019	0.4
2020	0.8
2021	1.0
2022 Q1	1.1

Year	Total complaints per thousand DARTS trips
2019	1.8
2020	2.0
2021	2.9
2022 Q1	3.0



THANK YOU

Slide 7 description: City of Hamilton logo; title, Thank You.