



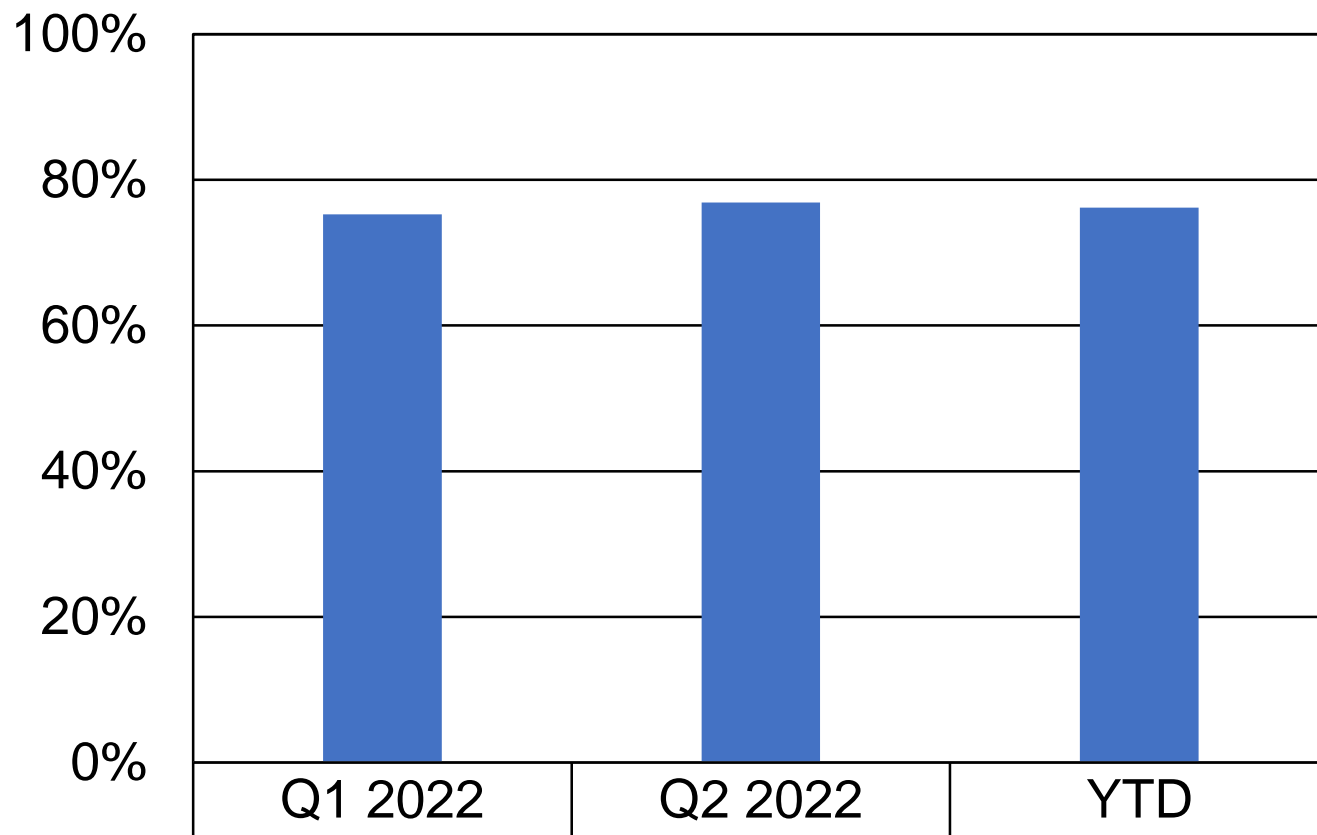
Hamilton

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW

Q2 2022

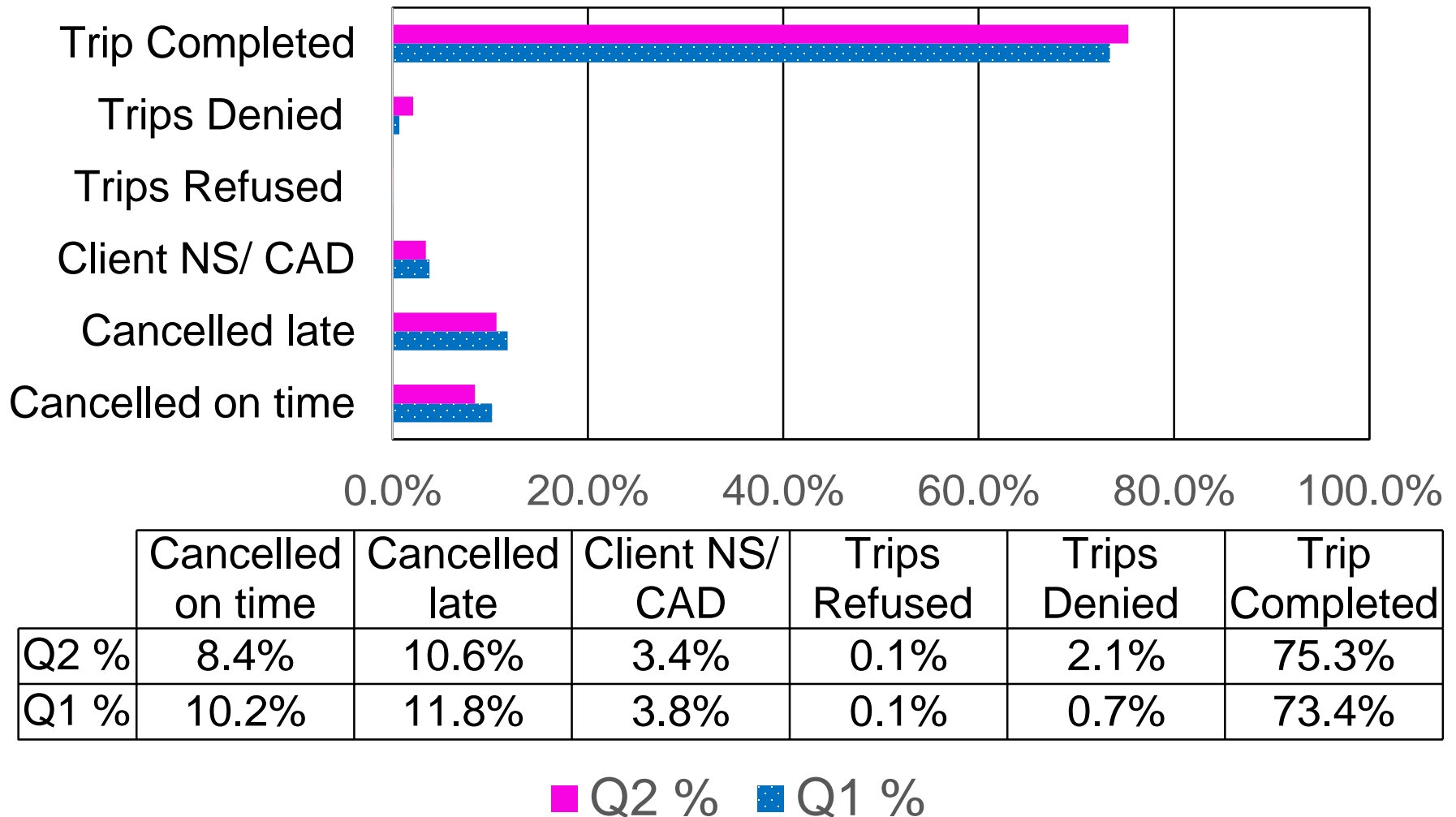
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
SEPTEMBER 13, 2022

DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED

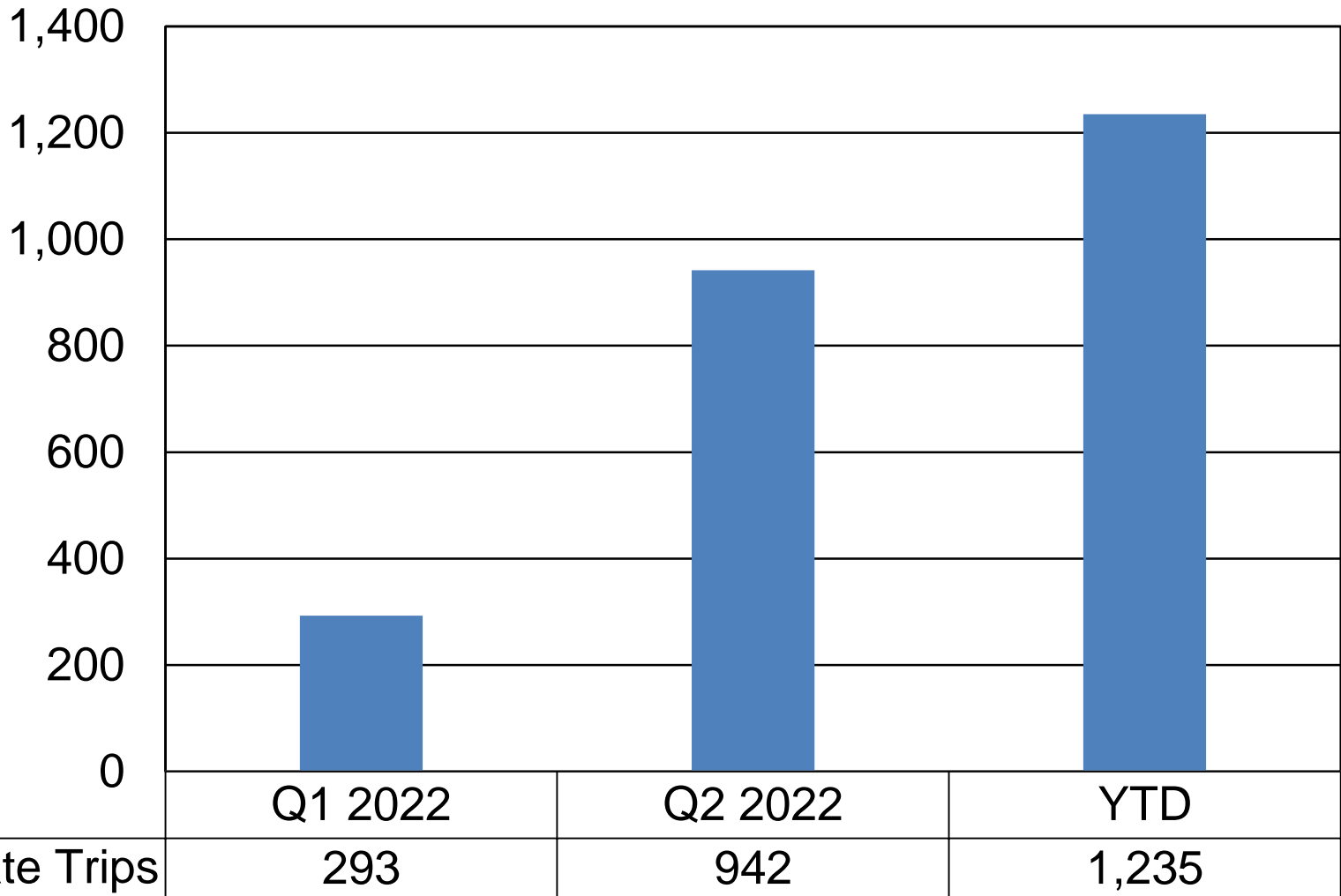


ATS % Total Trips Delivered vs. Requested, All Modes	Q1 2022	Q2 2022	YTD
	75%	77%	76%

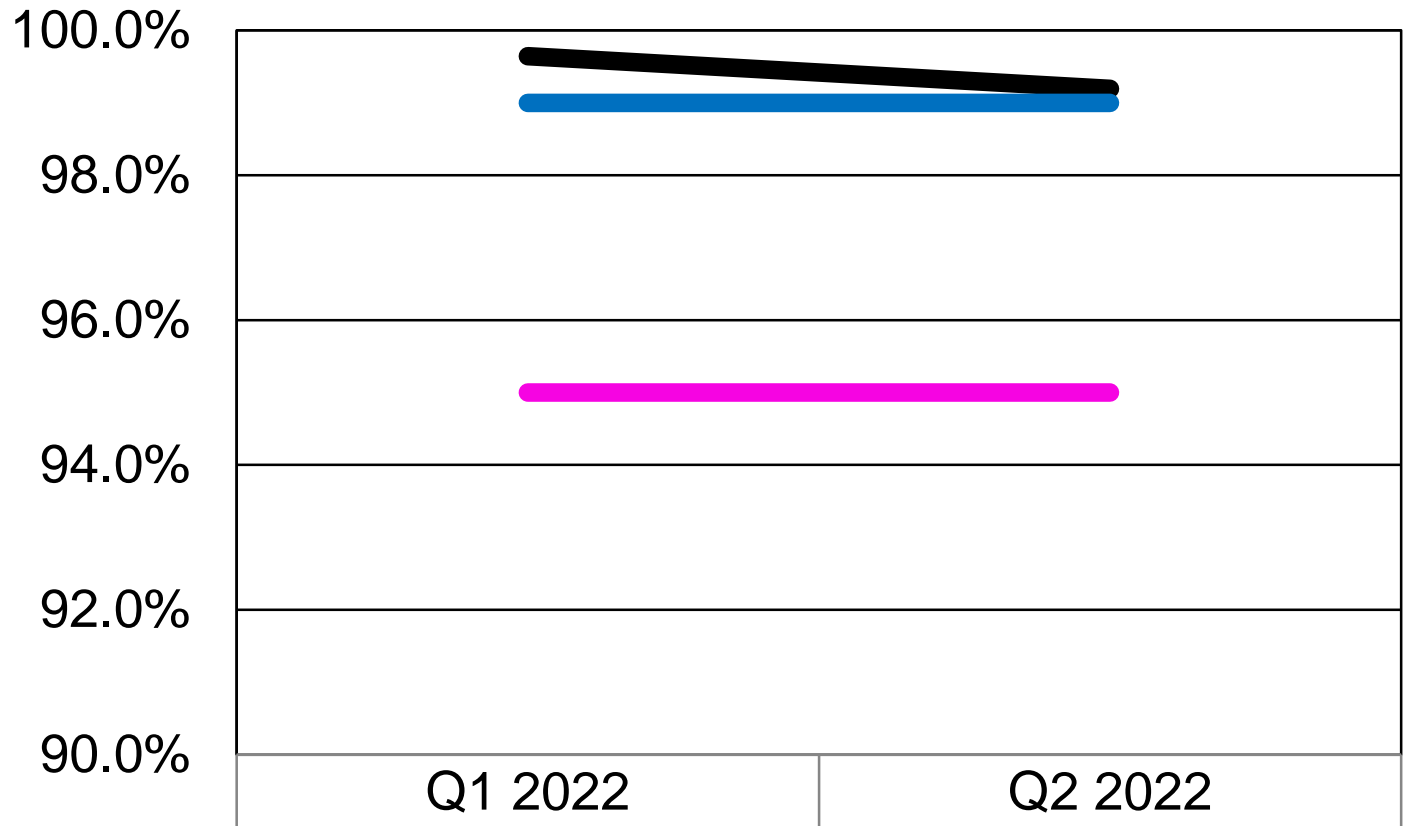
TRIP DISPOSITION Q1 and Q2 2022: % of DARTS TRIPS REQUESTED






DARTS LATE TRIPS

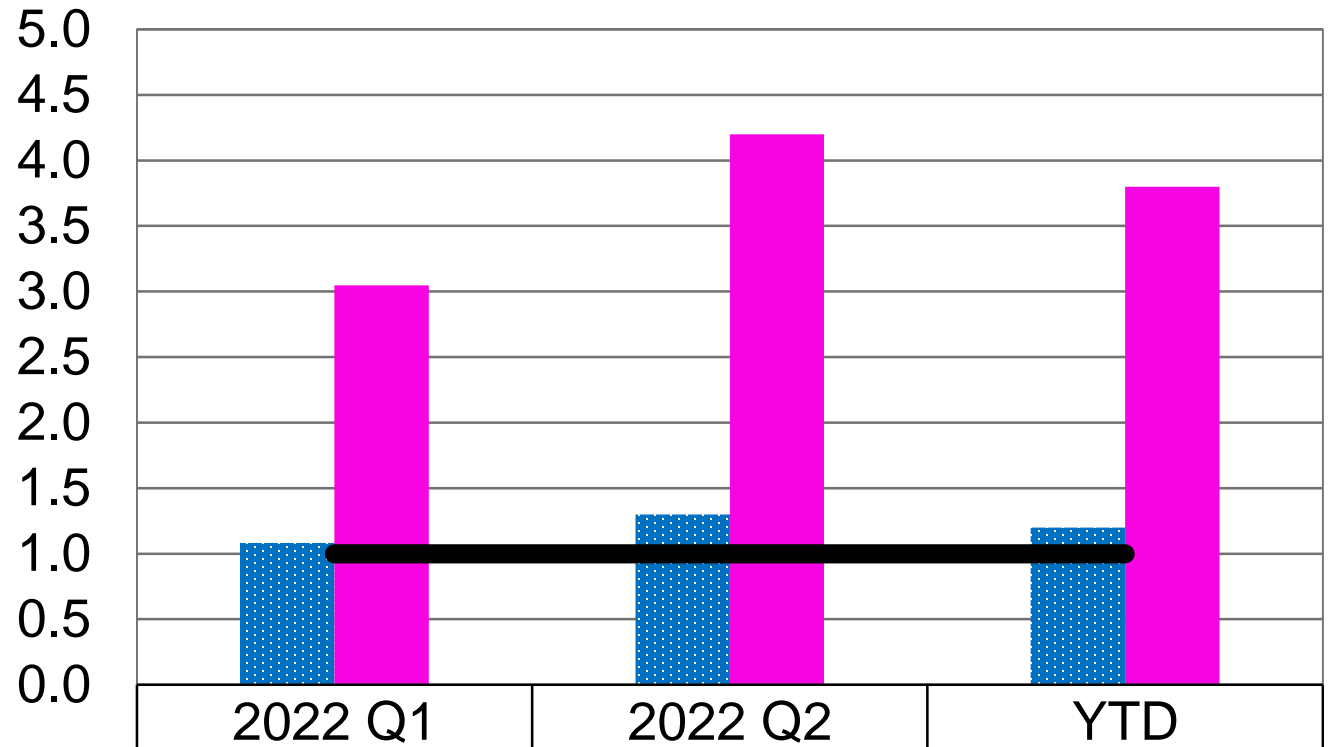





DARTS ON TIME PERFORMANCE



 DARTS On Time Performance	99.6%	99.2%
 Goal	95.0%	95.0%
 Industry Best practice	99.0%	99.0%

ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS



 Total commendations/ 1,000 DARTS trips	1.1	1.3	1.2
 Total complaints/ 1,000 DARTS trips	3.0	4.2	3.8
 Industry Best Practice	1	1	1



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THANK YOU