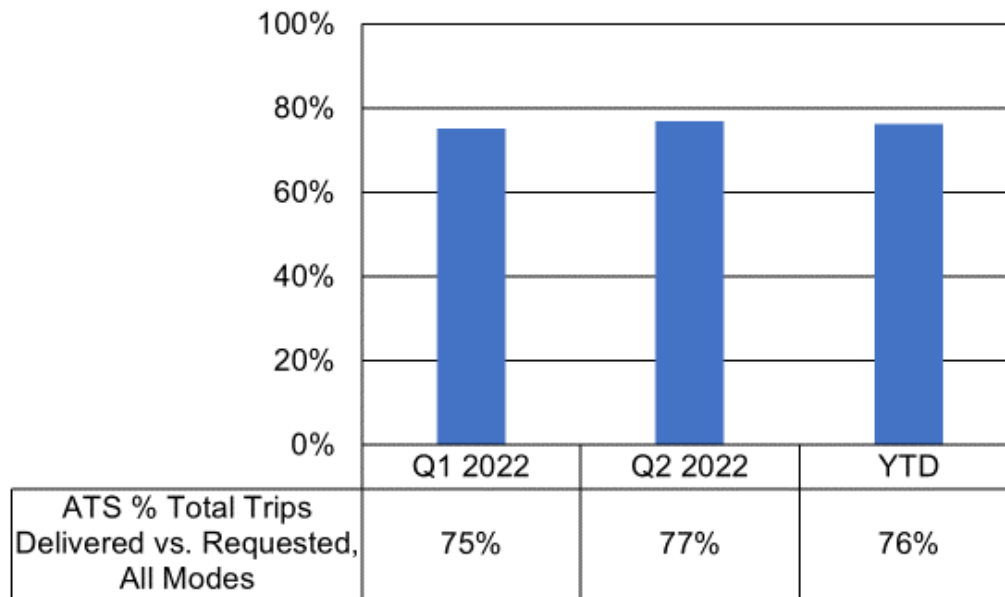




Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q2 2022, Advisory Committee for Persons with Disabilities, September 13, 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 Q1 and Q2 of 2022, and year-to-date. The total number of requested trips also includes trips booked but not taken; i.e., cancelled trips and passenger no show trips.

Data for Slide 2 Chart:

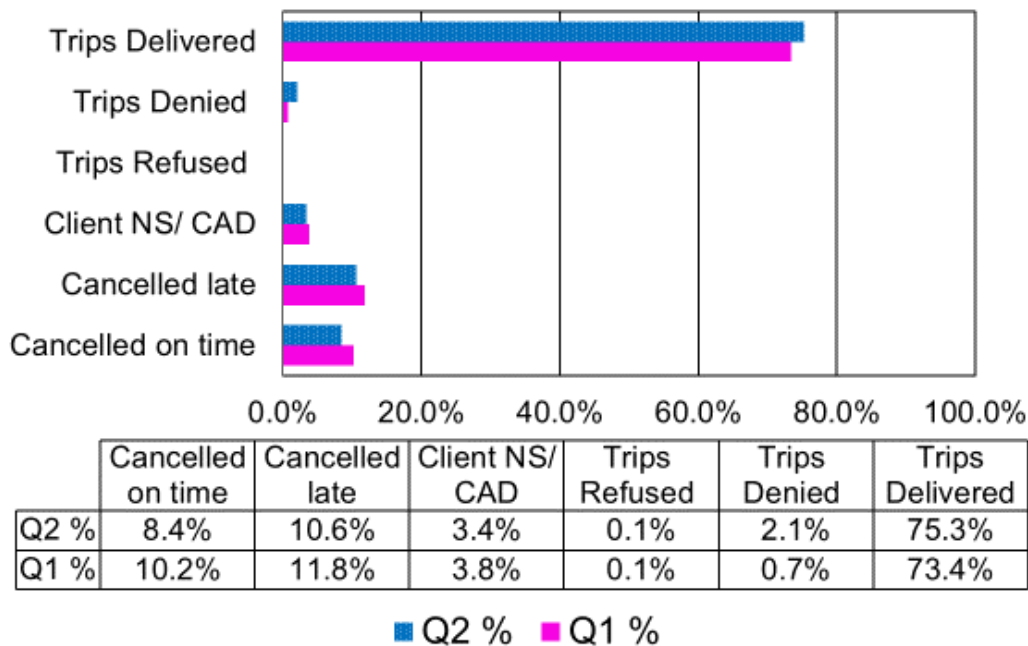
ATS % Total Trips Delivered vs. Requested, All Modes:

Q1 2022: 75 %

Q2 2022: 77 %

YTD: 76%

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



Slide 3 description: Title: DARTS Trip Disposition Q1 and Q2 2022: Percentage of DARTS Trips Requested.

Slide 3 illustrates the 2022 Q1 and Q2 state of DARTS trip disposition: the rate of trips completed, compared to trips denied, trips refused, client no shows and cancels at door, late cancellations, and on-time cancellations. The horizontal blue bars on the top of each cluster illustrate rates for Q2, and the pink bars at the bottom of each cluster illustrate rates for Q1.

Data for slide 3 chart:

DARTS Trip Disposition Q1 2022

Trips Cancelled – On Time: 10.2% of DARTS Trips Requested

Trips Cancelled – Late: 11.8% of DARTS Trips Requested

Client No Shows/ Cancel at Door: 3.8% of DARTS Trips Requested

Trips Refused: 0.1% of DARTS Trips Requested

Trips Denied: 0.7%

Trips Delivered: 73.4%

DARTS Trip Disposition Q2 2022

Trips Cancelled – On Time: 8.4% of DARTS Trips Requested

Trips Cancelled – Late: 10.6% of DARTS Trips Requested

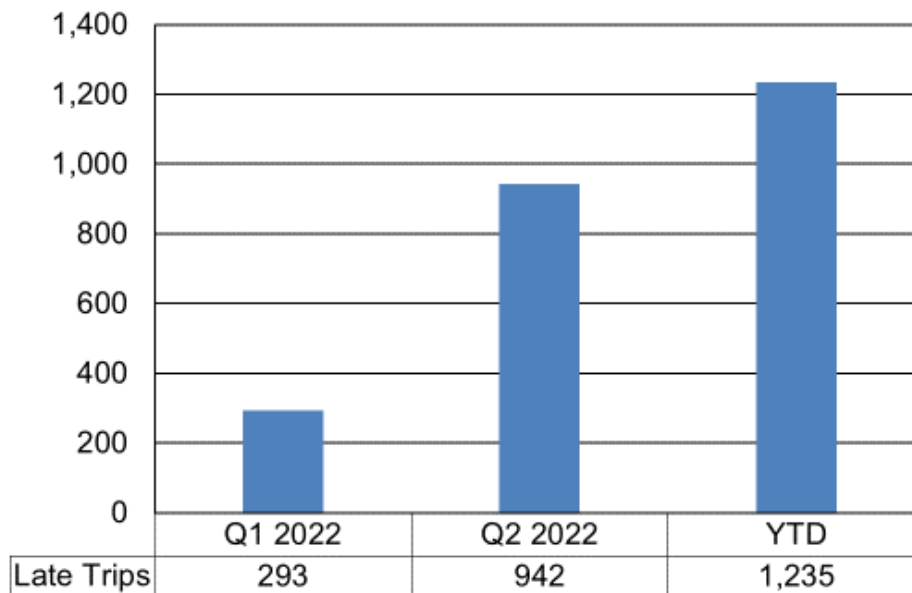
Client No Shows/ Cancel at Door: 3.4% of DARTS Trips Requested

Trips Refused: 0.1% of DARTS Trips Requested

Trips Denied: 2.1%

Trips Delivered: 75.3%

DARTS LATE TRIPS



Slide 4 description: This graph illustrates the number of DARTS late trips: blue vertical columns show the number of late trips in Q1 and Q2 of 2022, and year-to-date.

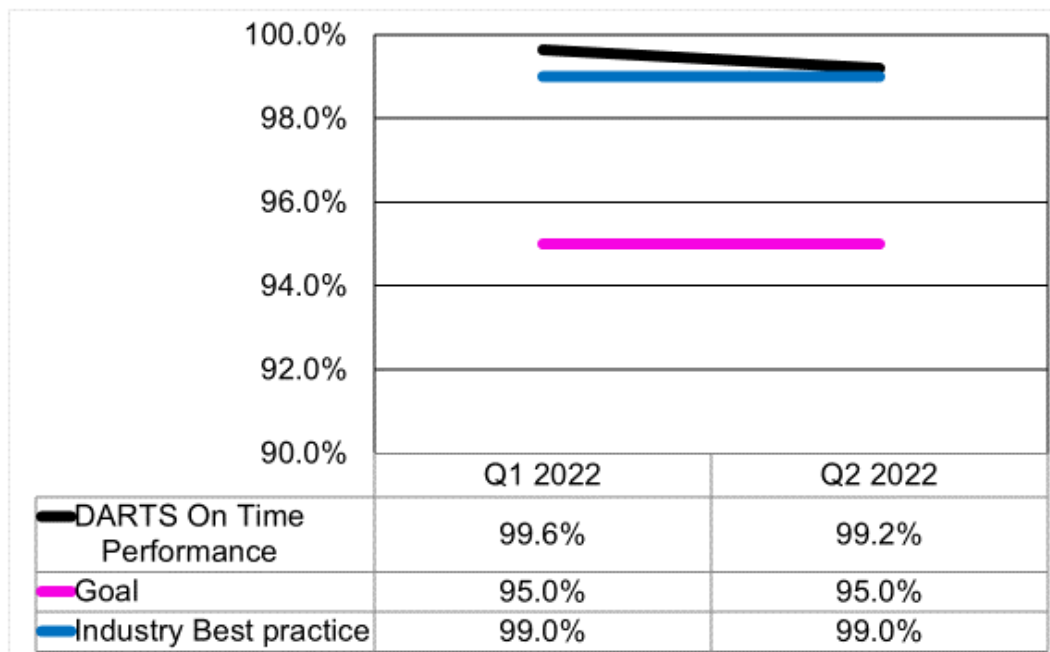
Data for slide 4 chart:

Q1 2022: 293 late trips

Q2 2022: 942 late trips

Year to Date: 1,235

DARTS ON TIME PERFORMANCE



Slide 5 description: This graph illustrates DARTS on-time performance. The solid black line shows the DARTS on-time performance trend. The blue line beneath it illustrates the industry best practice, and the pink line at bottom shows the goal as directed by the OHRC in 2004. The graph shows a slight decrease in DARTS on-time performance from Q1 to Q2 of 2022, but still above the goal of 95% and slightly above the industry standard of 99%.

Data for slide 5:

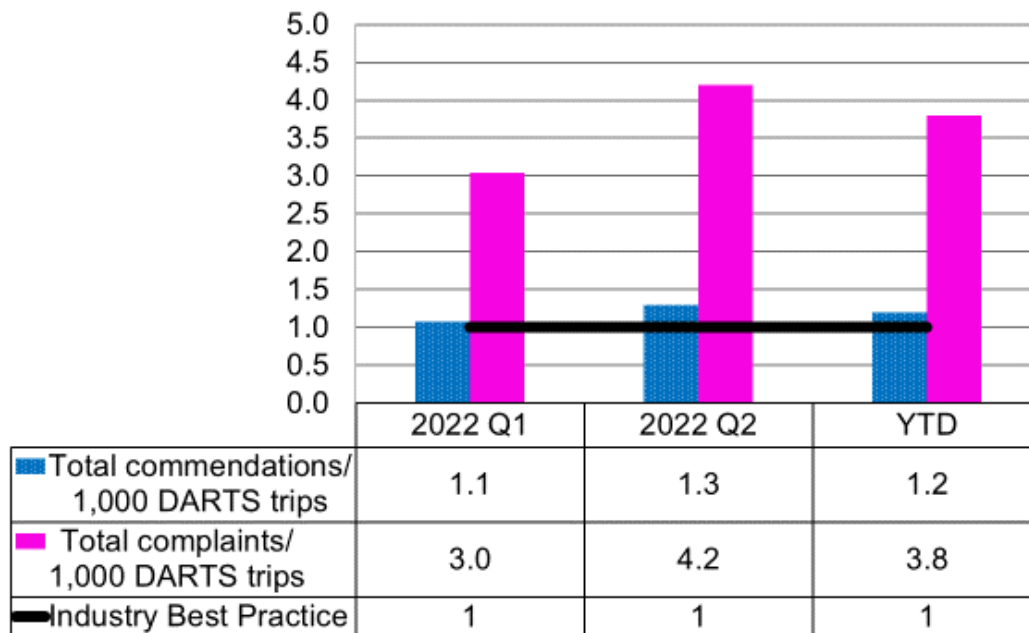
Q1 2022: 99.7% DARTS on-time performance

Q2 2022: 99.2% DARTS on-time performance

Goal: 95%

Industry best practice: 99%

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 Q1 and Q2 of 2022, and year-to-date. 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. 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 up to Q2 of 2022, but the industry standard for commendations has been met.

Data for slide 6:

Total commendations per thousand DARTS trips

2022 Q1: 1.1

2022 Q2: 1.3

Year-to-date: 1.2

Total complaints per thousand DARTS trips

2022 Q1: 3.0

2022 Q2: 4.2

Year-to-date: 3.8



THANK YOU

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