

City of Hamilton

Accessible Transportation Services Performance Review

Q2 2022

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This information report provides a summary of key statistical data and performance indicators for Q2 of 2022 (April to June). The City is obligated to provide statistical reports to the Advisory Committee for Persons with Disabilities (ACPD) to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

The report reflects the performance of specialized transportation services offered by HSR Accessible Transportation Services (ATS) through its contractor for services, Disabled and Aged Regional Transportation System (DARTS) and their subcontractors, and through the ATS Taxi Scrip program. The data was obtained from DARTS performance report records and ATS Taxi Scrip program data.

## TRIPS REQUESTED AND PROVIDED

**Table 1: System Requested and Delivered Passenger Trips 2019-2021 and Q1 2022**

DEMAND	Q1 2022	Q2 2022	Year to Date
<b>DARTS: Number of Total Trips Requested</b>	112,155	155,087	267,242
<b>DARTS: Number of Total Trips Delivered</b>	82,356	116,804	199,160
<b>TAXI SCRIP: Number of Total Trips Delivered</b>	8,189	10,595	18,784
<b>ATS: Number of Total Trips Requested, All Modes</b>	120,344	165,682	286,026
<b>ATS: Number of Total Trips Delivered, All Modes</b>	90,545	127,399	217,944
<b>ATS % Of Total Trips Delivered vs Requested, All Modes</b>	<b>75%</b>	<b>77%</b>	<b>76%</b>

**Table 2: System Demand by Mode: DARTS vs. Taxi Scrip**

DEMAND BY MODE	Q1 2022 %	Q2 2022 %	Year to Date
<b>DARTS</b>	93.2%	93.6%	93.4%
<b>TAXI SCRIP</b>	6.8%	6.4%	6.6%
<b>ATS: All Modes</b>	100.0%	100.0%	100.0%

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. In Q2 2022, Taxi Scrip accounts for just under 7% of system trips requested, and over 93% of trips requested are for DARTS to date in 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

From January to June 2022, ATS delivered a total of 217,944 trips through both DARTS and the Taxi Scrip program; approximately 9% of total trips delivered were delivered through Taxi Scrip (Table 1, above).

From January to June 2022, DARTS completed trip counts are at approximately 48% of 2019 numbers for the same period (pre-COVID), and at approximately 87% of Q1 and Q2 budgeted service.

## RATE OF DENIED SYSTEM TRIPS

**Table 3: Rate of Denied Trips: ATS All Modes**

Rate of Denied Trips: ATS All Modes	Q1 2022	Q2 2022	Year to Date
ATS Total Number of Trips Requested	120,344	165,682	286,026
ATS Total Number of Trips Denied	799	3,273	4,072
% of Trips Denied	0.7%	2.0%	1.4%

System trip denial rates remain below the 5% goal established by the City's 2004 settlement with the OHRC, which includes Taxi Scrip trips for the purpose of calculating the trip denial rate. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). Table 3 (above) shows that the system denial rate remains within this standard, though with an increase in the second quarter that is likely due to vehicle safety audit activity during May and June.

## SPECIALIZED TRANSPORTATION TRIP DISPOSITION

**Table 4: Contractor (DARTS) Trip Dispositions**

Contractor Trip Dispositions	Q1 2022	Q2 2022	Year to Date
Total Trips Requested	112,155	155,087	267,242
Total Trips Provided	82,356	116,804	199,160
Total Trips Denied	799	3,273	4,072
% of Total Trips Denied	0.7%	2.1%	1.5%

### Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel or acceptable alternative, according to the criteria listed in Appendix 1, below. Denial rates for service provided by our contractor, DARTS, currently sits at 1.5% year to date, Q1 and Q2 (Table 4, above).

**Table 5: Client Trip Disposition - DARTS**

Client Trip Disposition	Q1 2022	Q2 2022	Year to Date
Total Trips Cancelled On Time	11,431	13,098	24,529
% of Total Trips Cancelled on Time	10.2%	8.4%	9.2%
Total Trips Cancelled Late	13,217	16,489	29,706
% of Total Trips Cancelled Late	11.8%	10.6%	11.1%
Total No Show/Cancelled at Door	4,250	5,302	9,552
% of Total No Show/Cancelled at Door	3.8%	3.4%	3.6%
Total Trips Refused	102	121	223
% of Total Trips Refused	0.1%	0.1%	0.1%

### Client Trip Cancelled On Time

A trip cancelled on time has been cancelled by the client by 4:30 PM of the day prior to service. The industry best practice is a cancellation rate of between 5-10% (CUTA Specialized Transit Services Industry Practices Review, 2016). Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 5 (above) on-time cancellations sit at 9.2% of trips requested on DARTS year to date, Q1 and Q2 of 2022.

### **Client Trip Cancelled Late**

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 5 shows the late cancellation rate currently sits at 11.1%, outside of the industry best practice range.

### **Client No-Show/ Cancelled at Door**

A No Show trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. Table 5 shows the no-show rate sits at 3.6% of DARTS trips requested, year to date for Q1 and Q2 of 2022, continuing to exceed the industry best practice of less than 1%: no shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

### **Client Refused Trip**

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate continues to be extremely low, at only 0.1% year to date for Q1 and Q2 of 2022.

## **DARTS ON-TIME PERFORMANCE**

**Table 6: Contractor (DARTS) On-Time Performance**

<b>Service Metrics</b>	<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Year to Date</b>
<b>Total Trips Provided</b>	82,356	116,804	199,160
<b>Total Number of Late Trips</b>	293	942	1,235
<b>% of Trips Completed on Time</b>	99.6%	99.2%	99.4%

The City's 2004 settlement with the OHRC defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time and established an on-time performance goal of 95% or greater. The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

On-time performance consistently performs better than the target established in the OHRC settlement agreement and within the industry benchmark. As shown in Table 6 (above), DARTS on-time

performance currently sits at 99.4% year to date for Q1 and Q2 of 2022. Please note, the on-time performance for Q1 of 2022 has been corrected from the previous report where it was erroneously reported as 99.7%.

## COMPLAINTS

**Table 7: Complaints per Thousand Trips**

Year	Complaints per Thousand ATS Trips, All Modes	Complaints per Thousand DARTS Trips
2022 Q1	2.8	3.0
2022 Q2	3.9	4.2
Year to Date	3.4	3.8

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Complaints per thousand are shown in Table 7, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). In Q1 of 2022, there were 2 Taxi Scrip complaints, and no Taxi Scrip complaints in Q2. The second column uses the total number of DARTS trips provided (not including complaints about Taxi Scrip).

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. The complaint level currently sits at greater than the industry best practice (1:1,000) and exceeds the CUTA average, year to date for Q1 and Q2 of 2022.

**Table 8: Complaint Type**

Complaint Type	Q1 2022	Q2 2022	Year to Date
Service Performance	182	334	516
Staff Performance	65	131	196
Service Sufficiency	6	30	36
TOTAL	253	495	748

Table 8 breaks down the number of complaints based on three general categories:

- Service performance – categories of complaint where the service as performed did not meet expectations, including but not limited to complaints about pickup/ drop off outside of window; call return wait time; address, date or time errors; missed trip; or scheduled on board time. Most complaints are in this category.
- Staff performance – categories of complaint where staff conduct did not meet expectations, including but not limited to complaints about staff conduct or driving habits. This is the second most frequent category of complaint.
- Service sufficiency – categories of complaint where the service was insufficient to meet reported customer needs, including but not limited to complaints about subscription trips or waiting lists. This is the least frequent category of complaint.

The categories above have been in use internally many years. ATS will be reviewing their use for better understanding of complaint drivers.

## COMMENDATIONS

**Table 9: Commendations per Thousand Trips**

Year	Commendations per Thousand ATS Trips, All Modes	Commendations per Thousand DARTS Trips
Q1 2022	1.0	1.1
Q2 2022	1.2	1.3
Year to Date	1.1	1.2

Table 9 (above) shows the number of commendations per thousand ATS system trips (including Taxi Scrip trips) and per thousand DARTS trips. It should be noted ATS does not typically receive commendations about Taxi Scrip service, and none were received in either 2019-21 or Q1 2022.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations are on an upward trend, reaching close to the industry best practice of 1 commendation per thousand trips in 2021 and meeting or exceeding it in Q1 of 2022.

### APPENDIX 1 - Definition of terms

**Number of Total ATS Trips Requested, All Modes:** the sum of DARTS Requested Trips [plus] Taxi Scrip Trips Delivered.

**Taxi Scrip Trips Delivered:** the total of all passengers reported by contracted brokers under the Taxi Scrip program.

**Number of Total DARTS Trips Requested:** the sum of Trips Delivered by DARTS, DARTS subcontractors, and meter taxi [plus] No Show Trips [plus] Cancelled Trips [plus] Trips Denied [plus] Trips Refused.

**Trips Denied:** a denied trip occurs when

- a casual trip request has been made as much as 7 days in advance up to 4:30 PM on the day prior to the required day of service, and a negotiated time cannot immediately be agreed to within one hour of the requested time or at a time otherwise suitable to the passenger, or cannot subsequently be agreed to through the use of the waiting list
- when a passenger requests a subscription trip which cannot immediately be fulfilled, this form of request is not recorded as a denial of service, however, each instance of a like casual trip request that cannot be accommodated as noted above is recorded as a trip denial
- when the passenger agrees to assignment to the waiting list, a trip denial will still occur if no trip can be found, or if an offered trip is not deemed by the passenger as either suitable or required
- when a passenger requests a trip after 4:30 PM of the day prior to the required day of service, or on the required day of service, and the trip request cannot be accommodated, such request will not be recorded as a denial of service.

**Cancelled Trips:** a cancelled trip is one that is cancelled by the passenger, or on the passenger's behalf, once a subscription or casual booking has been made

- an advance cancellation is one that is made by 4:30 p.m. of the day prior to service

- a late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time
- a program closure cancellation is one that is made for all passengers to a program with advance notification, including program shutdown periods and temporary program venue changes
- a service suspension cancellation is one that is made as a result of a weather or other emergency within the control of ATS and/ or DARTS.

**No Show Trips:** a no show occurs when a passenger books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the passenger refuses a trip at the door that is within the pickup window and/or within thirty minutes after the negotiated pickup time.

**Number of Total DARTS Trips Delivered:** the sum of all trips taken by passengers and their escorts and/or companions delivered by DARTS on DARTS, DARTS subcontractors, or metered taxi.

**Late Trips:** the sum of all trips that are more than 30 minutes late from that time negotiated with the passenger for the trip, as reported by drivers and as recorded by DARTS from driver manifests.

**Complaints:** those customer contacts under which a customer submits an objection to the planning or provision of service

**Commendations:** those customer contacts under which a customer submits praise for the planning or provision of service.

**Rate of Denied Trips:** Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes.

**Rate of Cancelled Trips:** Cancelled Trips (by type) expressed as a percentage of Number of Total DARTS Trips Requested.

**Rate of No-Show Trips:** No Show Trips expressed as a percentage of Number of Total DARTS Trips Requested.

**Rate of On-Time Performance:** (DARTS Trips Delivered [minus] Late Trips) expressed as a percentage of (Number of Total DARTS Trips Delivered).

**Refused Trips:** A refused trip occurs when a client does not accept the travel times provided at the time of booking – see Trips Denied, above.

**Complaints per 1,000 Trips:** complaints per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

**Commendations per 1,000 Trips:** commendations per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).