



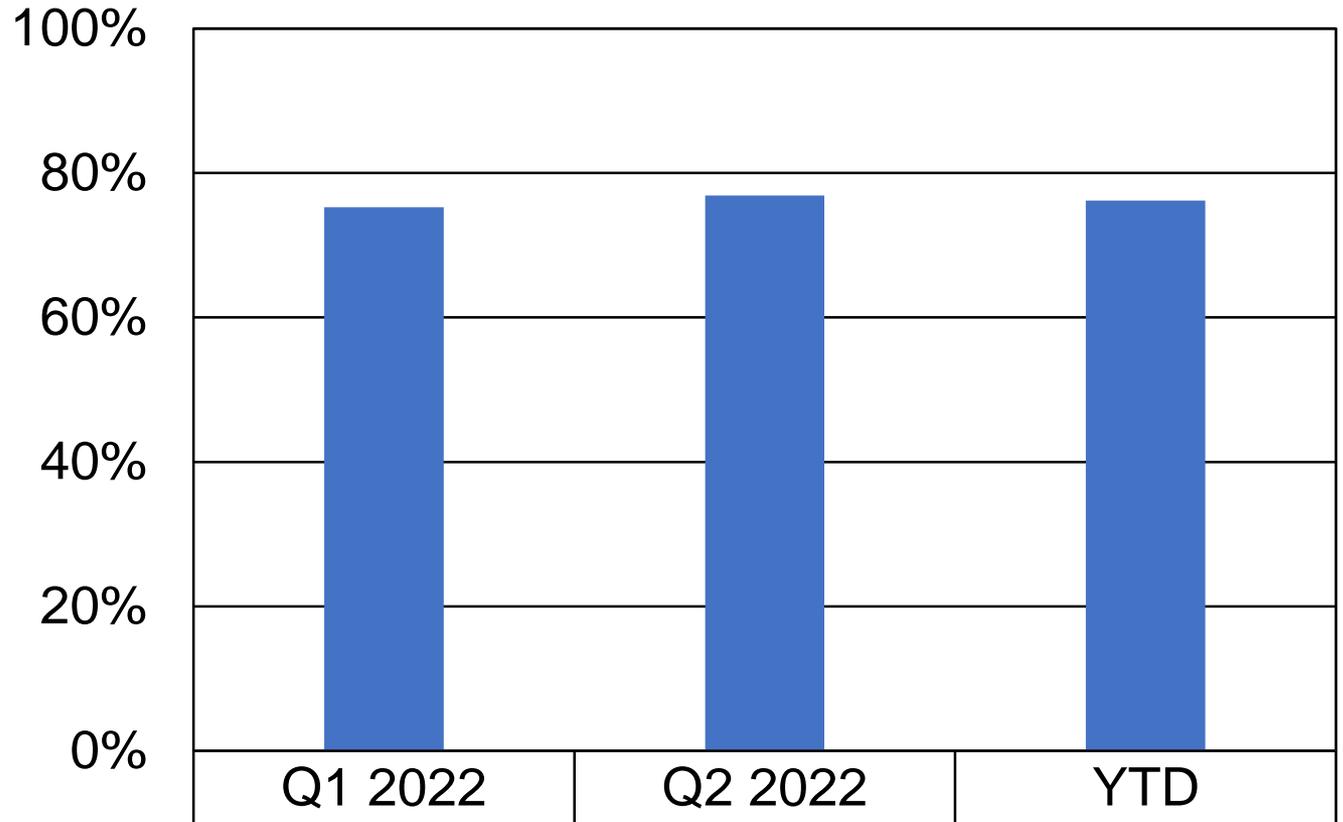
Hamilton

ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

Q2 2022

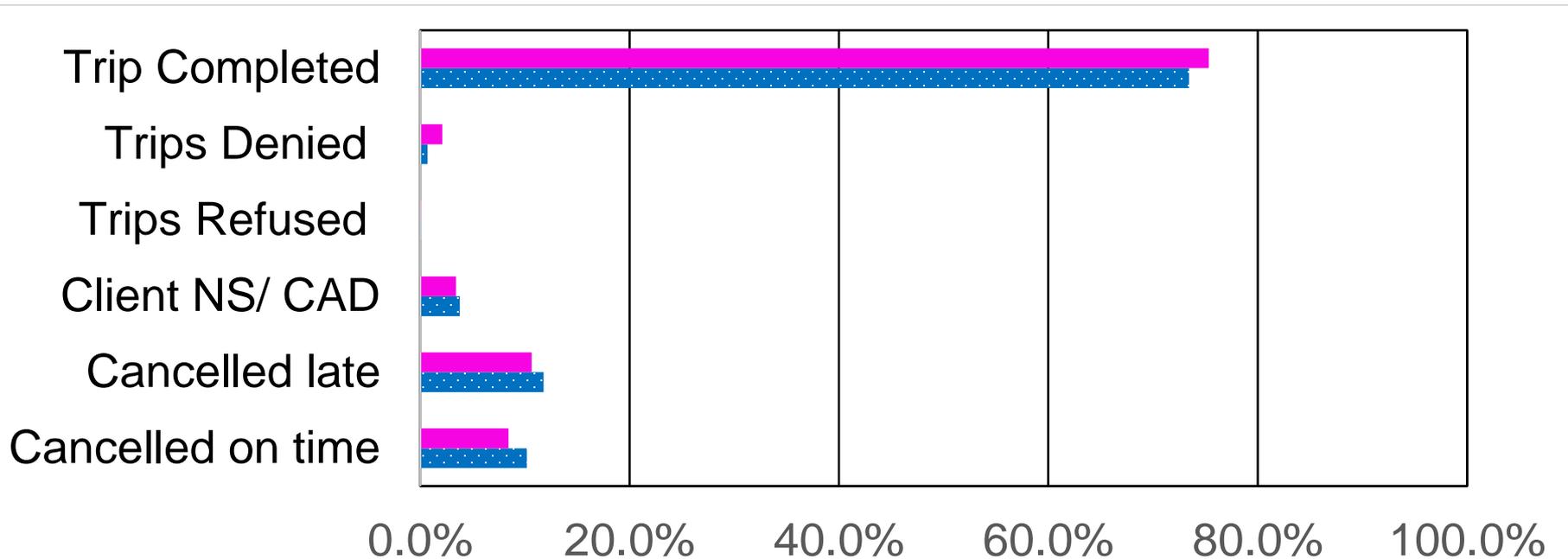
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
SEPTEMBER 13, 2022

DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED



ATS % Total Trips Delivered vs. Requested, All Modes	75%	77%	76%
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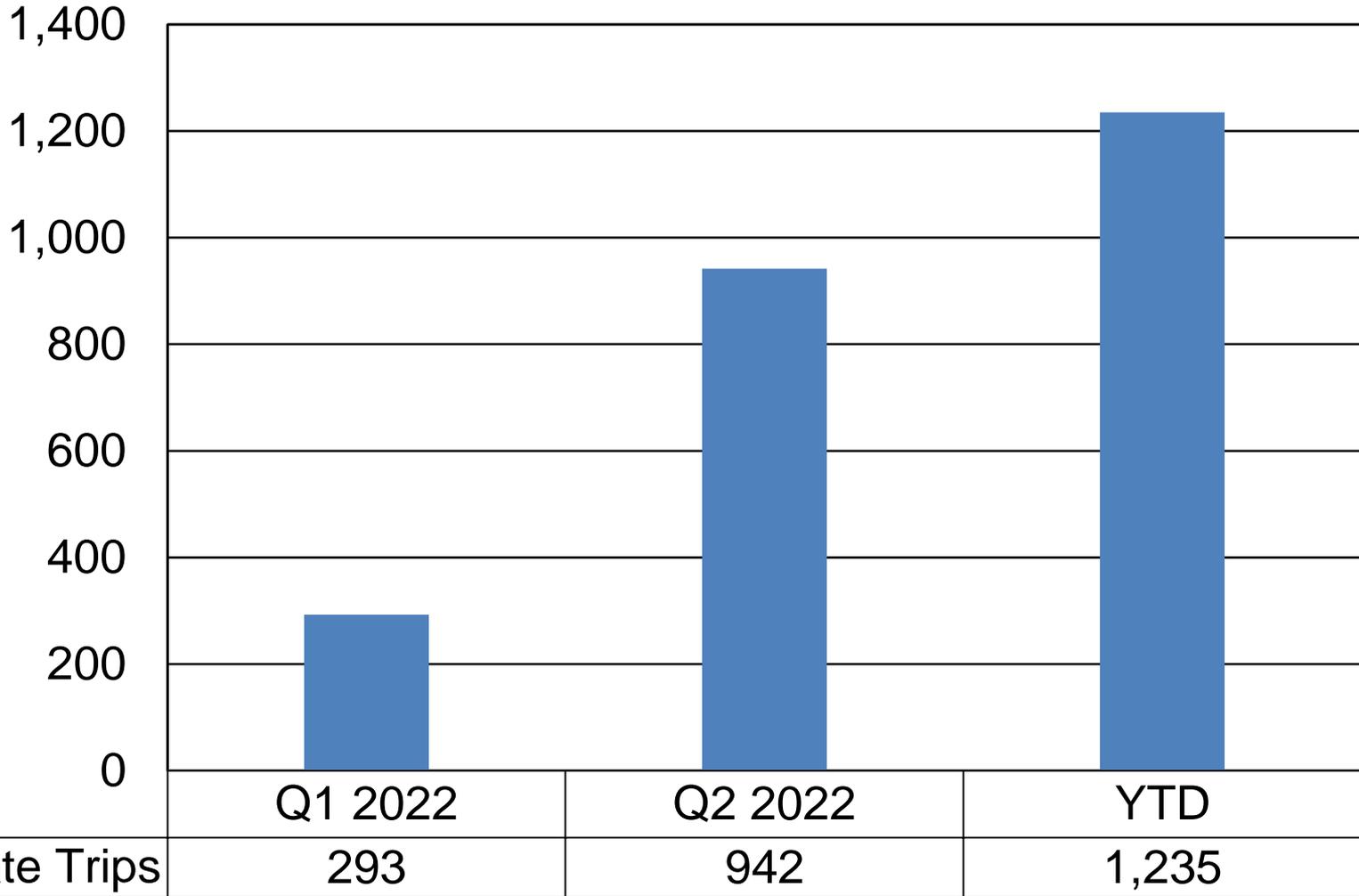
TRIP DISPOSITION Q1 and Q2 2022: % of DARTS TRIPS REQUESTED



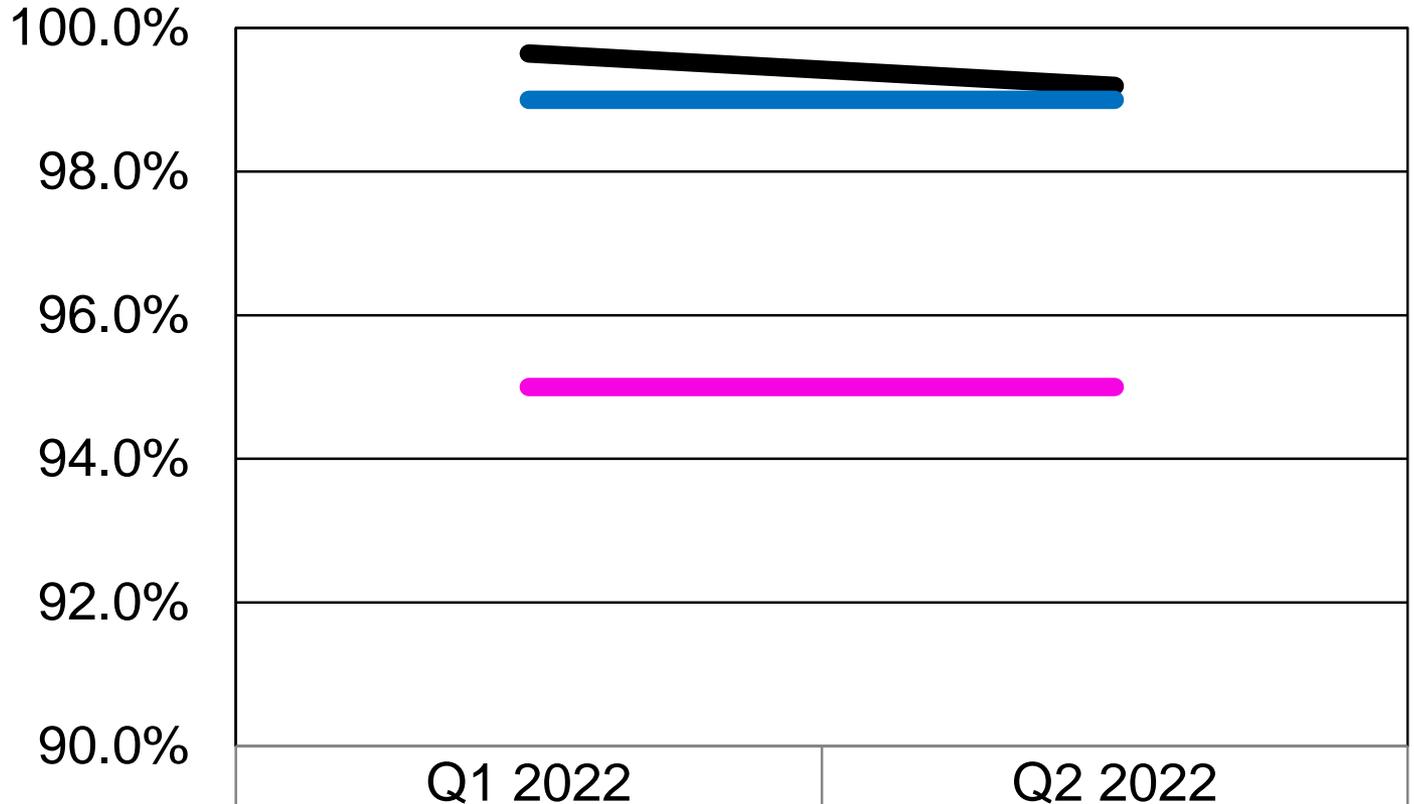
	Cancelled on time	Cancelled late	Client NS/ CAD	Trips Refused	Trips Denied	Trip Completed
Q2 %	8.4%	10.6%	3.4%	0.1%	2.1%	75.3%
Q1 %	10.2%	11.8%	3.8%	0.1%	0.7%	73.4%

■ Q2 % ■ Q1 %

DARTS LATE TRIPS

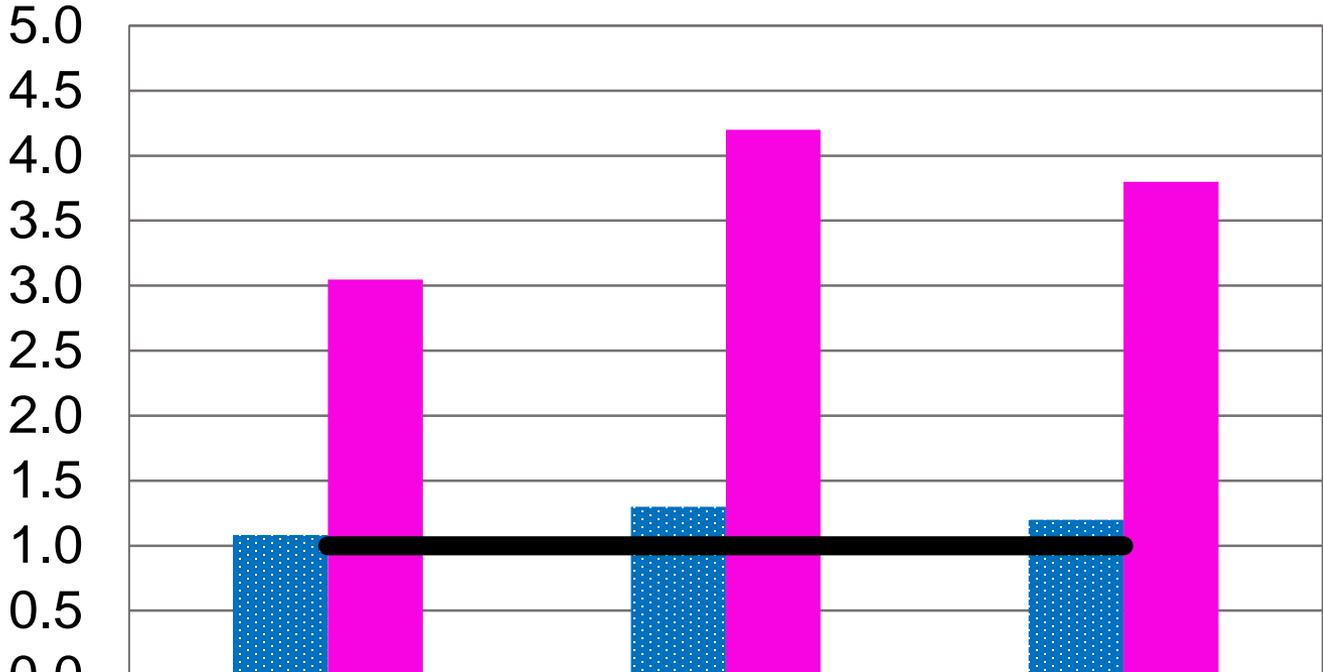


DARTS ON TIME PERFORMANCE



 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

	2022 Q1	2022 Q2	YTD
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



Hamilton

THANK YOU