



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

Q4 2022

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

MARCH 14, 2023

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q3 2022, Advisory Committee for Persons with Disabilities, December 13, 2022; Public Works Department, Transit Division.

FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED

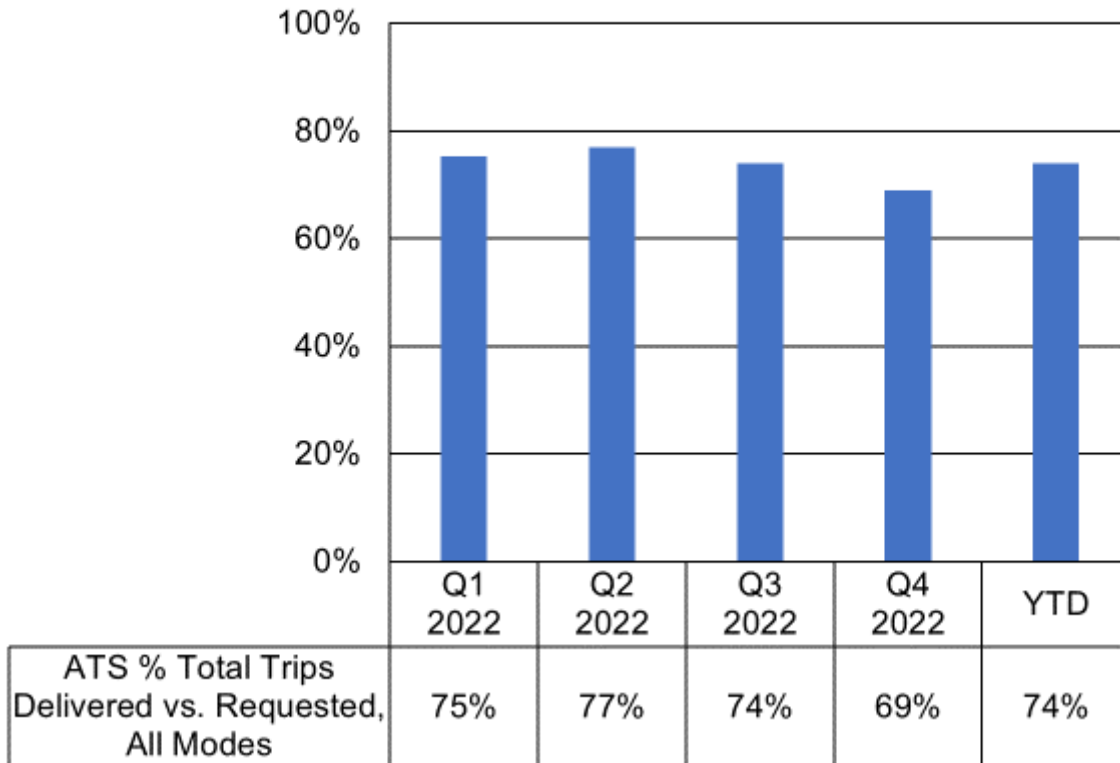


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

Alternate text for Figure 1: The graph in Figure 1 (above) 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 to Q4 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 Figure 1: ATS % Total Trips Delivered vs. Requested, All Modes: Q1 2022, 75 %; Q2 2022, 77 %; Q3 2022, 74%; Q4 2022, 69%; year to date: 74% (see also Table 1 in report).

FIGURE 2: DARTS LATE TRIPS

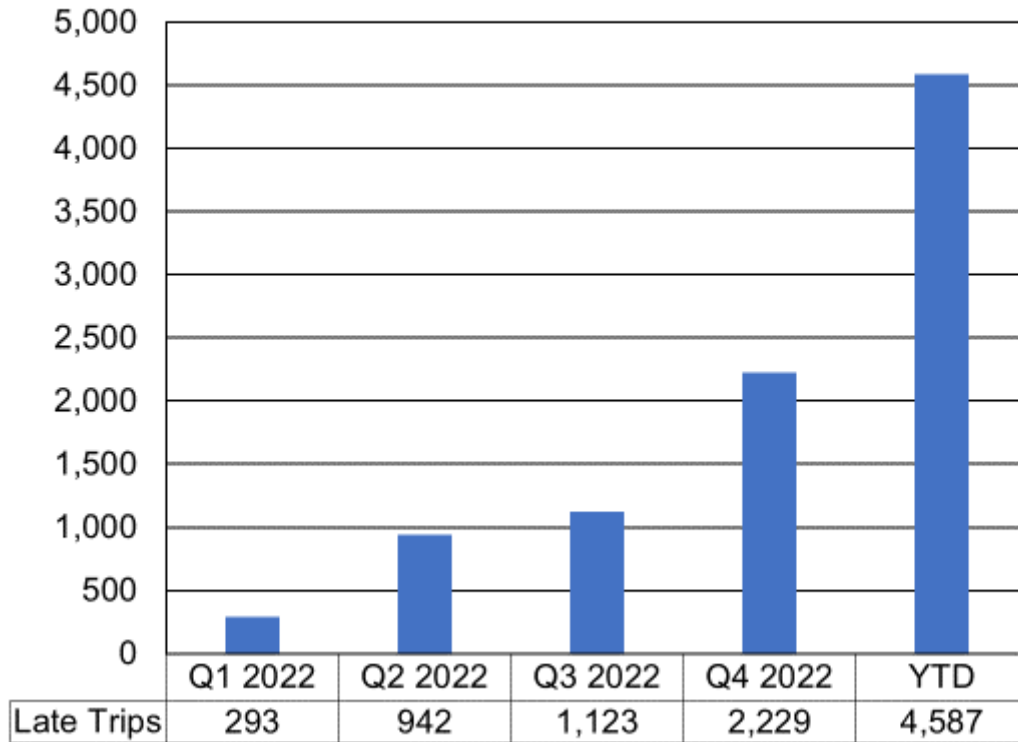


Figure 2: DARTS Late Trips

Alternate text for Figure 2: Figure 2 (above) shows the number of late trips each quarter in 2022, and the 2022 total.

Data for Figure 2: Q1 2022, 293 late trips; Q2 2022, 942 late trips; Q3 2022, 1,123 late trips; Q4 2022, 2,229 late trips; year to date: 4,587 late trips (see also Table 6 in report).

FIGURE 3: DARTS ON TIME PERFORMANCE

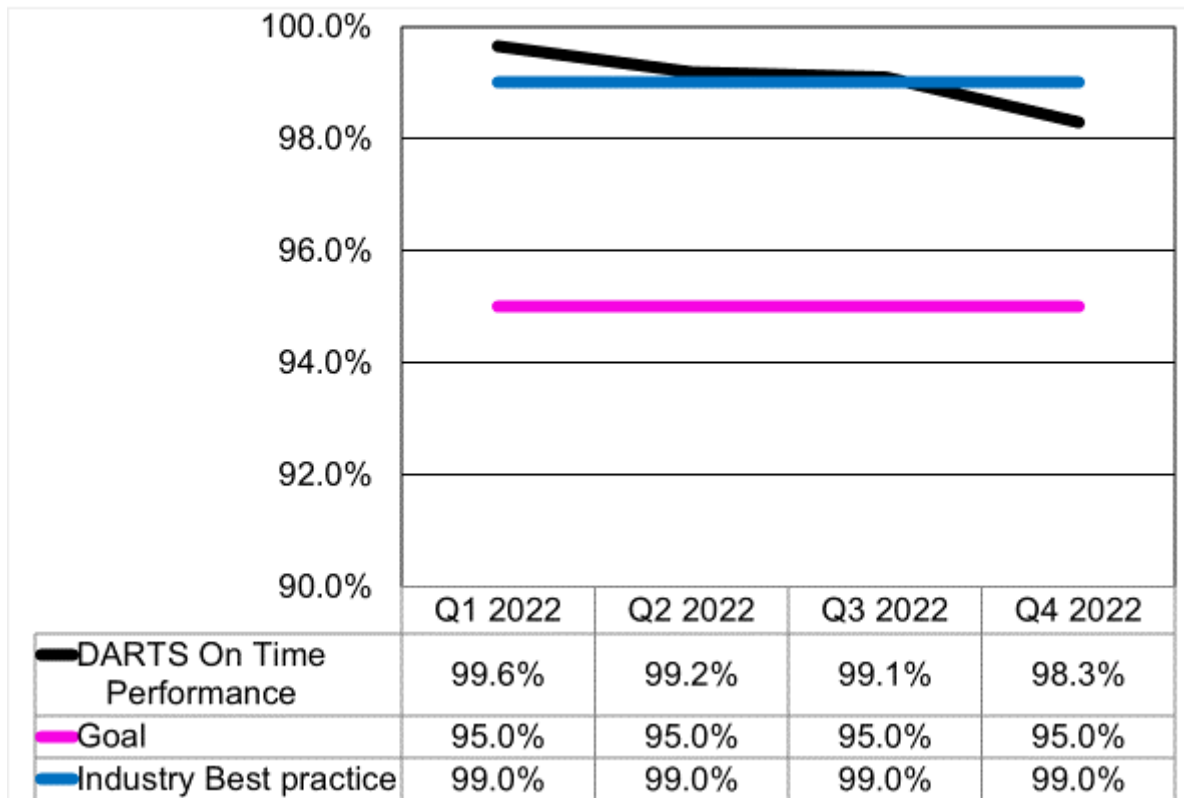


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs 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 decrease in DARTS on-time performance from Q1 to Q4 of 2022, still above the OHRC goal of 95% but below the industry standard of 99%.

Data for Figure 3: Q1 2022, 99.7% DARTS on-time performance; Q2 2022, 99.2% DARTS on-time performance; Q3 2022, 99.1% DARTS on-time performance; Q4 2022; 98.3% (see also Table 6 in report).

FIGURE 4: ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS

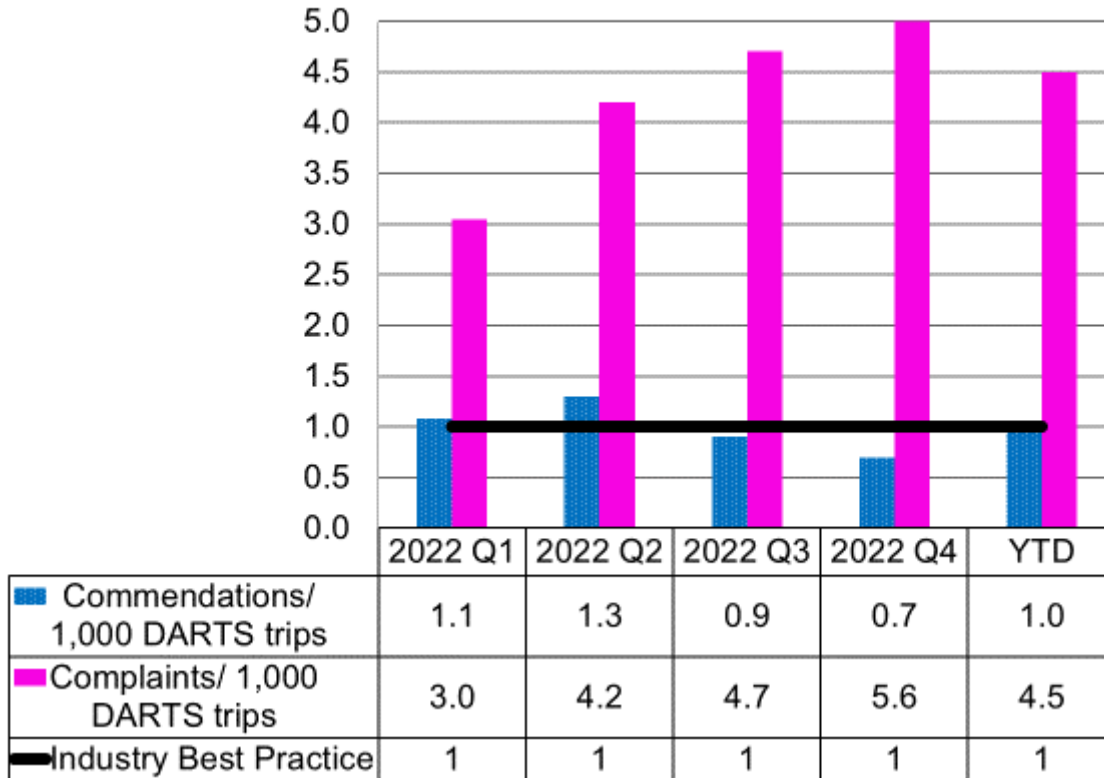


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips Q1 to Q4 of 2022, and year-to-date. The clustered vertical columns compare commendations to complaints. The vertical blue columns with white dots 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 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 for 2022, but the industry standard for commendations has been met.

Data for Figure 4: Total commendations per thousand DARTS trips: 2022 Q1, 1.1; 2022 Q2, 1.3; 2022 Q3, 0.9; 2022 Q4, 0.7; year-to-date, 1.0. Total complaints per thousand DARTS trips: 2022 Q1, 3.0; 2022 Q2, 4.2; 2022 Q3, 4.7; 2022 Q4, 5.7; year-to-date, 4.4. See also Tables 7 and 9 in report.



THANK YOU

