



**PUBLIC WORKS COMMITTEE**

**Report 23-006**

1:30 p.m.

Monday, May 1, 2023

Council Chambers

Hamilton City Hall

71 Main Street West

**Present:** Councillors N. Nann (Chair), J. Beattie, C. Cassar, J. P. Danko, M. Francis, T. Jackson, C. Kroetsch, T. McMeekin, E. Pauls, M. Spadafora, M. Tadeson, A. Wilson, M. Wilson

**THE PUBLIC WORKS COMMITTEE PRESENTS REPORT 23-006 AND RESPECTFULLY RECOMMENDS:**

**1. Accessible Transportation Services Performance Report (PW22079(b)) (City Wide) (Item 9.1)**

That Report PW22079(b), respecting Accessible Transportation Services Performance Report (City Wide), be received.

**2. Automated Traffic Enforcement – New Sites (PW23029) (City Wide) (Item 11.1)**

- (a) That the twenty-four (24) proposed Automated Speed Enforcement (ASE) program operating locations, attached to Public Works Committee Report 23-006 as Appendix “A”, be approved for implementation from August 2023 to August 2025;
- (b) That the Traffic By-law 01-215 be amended, to designate 19 new Community Safety Zones (CSZ) associated with the proposed ASE 2023-2025 program operating locations and to do some housekeeping amendments regarding existing CSZ locations, by passing the amending by-law attached to Report PW23029 as Appendix “B”, which has been prepared in a form satisfactory to the City Solicitor;
- (c) That the following ten (10) locations be approved for the installation of Red Light Cameras (RLC) in 2023:

1. Cannon Street East at Wentworth Street – Westbound
  2. Burlington Street East at Ottawa Street North – Eastbound
  3. Rymal Road East at Upper Gage Avenue – Southbound
  4. Green Road at King Street East – Eastbound
  5. Garth Street at Rymal Road West – Southbound
  6. Fennell Avenue West at West 5<sup>th</sup> Street – Southbound
  7. Golf Links Road at Meadowlands Boulevard – Southbound
  8. Stone Church Road East at Upper Wellington Street – Southbound
  9. Parkdale Avenue North at Roxborough Avenue – Southbound
  10. Cochrane Road at Lawrence Road – Southbound;
- (d) That the existing RLC’s on Wilson Street at Wentworth Street North and Sanford Avenue North be decommissioned to coincide with the two-way conversion of Wilson Street – Victoria Avenue to Sherman Avenue, scheduled for reconstruction in 2023/2024, and subsequently relocated to:
1. Dundas Street at Main Street – Eastbound
  2. Cannon Street East at Gage Avenue North – Eastbound; and
- (e) That the funding to support and implement recommendations in report PW23029 be funded from the RLC Reserve #112203 and the RLC Reserve #112203 be re-named to the Automated Traffic Enforcement Reserve to recognize it being composed of both RLC and ASE.
- 3. Improvements to Gilkson Park, 50 Gemini Drive, Mountview Park, 115 San Antonio Drive, Scenic Woods Park, 220 Lavender Drive, and Scenic Parkette, 56 West 31<sup>st</sup> Street (Ward 14) (Item 12.1)**

WHEREAS, the park pathway and baseball backstop at Gilkson Park, 50 Gemini Drive, have deteriorated and would benefit from replacement;

WHEREAS, the park pathway and sport court at Mountview Park, 115 San Antonio Drive, have deteriorated and would benefit from replacement;

WHEREAS, these recreational pathways connect residents through their community and support healthy activity;

WHEREAS, the play structures at Scenic Woods Park, 220 Lavender Drive, and Scenic Parkette, 56 West 31<sup>st</sup> Street, have deteriorated and would benefit from replacement; and

WHEREAS, recreational park amenities support valuable opportunities for children, youth and families to be active and play within the Ward 14 neighbourhoods.

THEREFORE, BE IT RESOLVED:

- (a) That the replacement of the park pathway and baseball backstop at Gilkson Park, 50 Gemini Drive, at a cost of \$140,000, including contingency, to be funded from the Ward 14 Special Capital Re-Investment Reserve (#108064), be approved;
- (b) That the replacement of the park pathway and sport court (to a multi-use court), at Mountview Park, 115 San Antonio Drive, at a cost of \$200,000, including contingency, to be funded from the Ward 14 Special Capital Re-Investment Reserve (#108064) be approved;
- (c) That replacement of the existing play structures at Scenic Woods Park, 220 Lavender Drive, and Scenic Parkette, 56 West 31<sup>st</sup> Street, at a cost of \$500,000 including contingency, to be funded from the Ward 14 Special Capital Re-Investment Reserve (#108064) be approved, and,
- (d) That the General Manager of Public Works be authorized and directed to approve and execute any and all required agreements and ancillary documents, in a form satisfactory to the City Solicitor, related to the replacement of the park pathway and baseball backstop at Gilkson Park, 50 Gemini Drive, replacement of the park pathway and sport court at Mountview Park, 115 San Antonio Drive, and the replacement of the existing play structures at Scenic Woods Park, 220 Lavender Drive, and Scenic Parkette, 56 West 31<sup>st</sup> Street.

**4. Drinking Water Fountain Improvements in Parks and Public Spaces (Ward 1) (Item 12.2)**

WHEREAS, the installation of water drinking fountains and bottle filling stations can help reduce the use of single-use plastic water bottles, having a measurable impact on Hamilton's ecosystems and public health;

WHEREAS, water fountains and bottle filling stations support residents staying hydrated in the heat and improve local health;

WHEREAS, many of the existing water drinking fountains in Ward 1 have become worn out, and upgrading these to a bottle filler, fountain bowl, pet bowl would benefit residents;

WHEREAS, Mapleside Park, 13 Mapleside Avenue, currently has no water drinking fountain/bottle filler, and the addition of this service would benefit residents; and

WHEREAS, Mapleside Park is an addition to the water drinking fountain program, operating impacts would be needed to support the maintenance of this new asset.

THEREFORE, BE IT RESOLVED:

- (a) That \$75,000 be allocated from the Ward 1 Special Capital Re-Investment Discretionary Fund (#3302109100) to support the replacement of existing water drinking fountain units with bottle filling stations in parks and public spaces in Ward 1;
- (b) That \$25,000 be allocated from the Ward 1 Special Capital Re-investment Reserve Fund (#108051) for the addition of a new bottle filling station at Mapleside Park, 13 Mapleside Avenue, Hamilton;
- (c) That the appropriate staff be authorized to choose the best suited location for drinking water fountains / bottle filling stations in Ward 1 parks and public spaces based on best practices;
- (d) That the annual operating impacts of \$2,700 for the supply of water, maintenance, and winterization be included in the 2024 Public Works Department base operating budget submission: and,
- (e) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor related to the replacement and addition of drinking water fountains / bottle filling stations in Ward 1 parks and public spaces.

**5. Accessible Washroom Upgrades at Churchill Park, 199 Glen Road, Hamilton (Ward 1) (Item 12.3)**

WHEREAS, the City of Hamilton owned fieldhouse facilities in Ward 1 are maintained by the City of Hamilton's Facilities Operations & Maintenance Section of the Energy, Fleet & Facilities Management Division, Public Works, and programmed through the Recreation Division;

WHEREAS, many of the current fieldhouses in Ward 1 require lifecycle repair and accessibility upgrades;

WHEREAS, accessible washrooms available throughout all seasons at Churchill Park, 199 Glen Road, Hamilton, will draw more users to the Park;

WHEREAS, a feasibility study was previously conducted for the Churchill Park Lawn Bowling building, which identified several cost prohibitive options to renovate the existing building due to land elevations and building constraints; and

WHEREAS, the next phase of executing Landscape Architectural Services, Churchill Park Management Plan includes upgrades to the Churchill Park entrance in the area of the existing washroom building as well as around it and therefore there are efficiencies in combining design and construction to provide winterized and fully accessible washrooms.

THEREFORE, BE IT RESOLVED:

- (a) That Public Works Facilities staff be authorized and directed to utilize existing block funding in the Churchill Fieldhouse PID (4242109107) to retain a Prime Design Consultant to undertake detailed design of accessible washroom upgrades at Churchill Park, 199 Glen Road, Hamilton;
- (b) That the funding for the detailed design of the accessible washroom upgrades at Churchill Park Fieldhouse, 199 Glen Road, Hamilton, at a cost, including contingency, not to exceed \$125,000, to be funded from the Ward 1 Capital Re-Investment Reserve (108051) be approved and added to the Churchill Fieldhouse PID (4242109107); and
- (c) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor, related to the detailed design of the accessible washroom upgrades at Churchill Park Fieldhouse, 199 Glen Road, Hamilton.

**6. Improvements to Dr. William Bethune Park, 60 Dicenzo Drive, Hamilton (Ward 8) (Item 12.4)**

WHEREAS, Dr. William Bethune Park is an existing neighbourhood park located at 60 Dicenzo Drive, Hamilton, Ward 8;

WHEREAS, baseball diamond and parking improvements were completed in 2022, through area rating funds approved at March 21, 2022 Public Works Committee; and

WHEREAS, additional fencing enhancements are needed to complete the overall baseball diamond improvement program.

THEREFORE, BE IT RESOLVED:

- (a) That the replacement of the baseball diamond line fencing, to an upset limit of \$10,000, at Dr. William Bethune Park, 60 Dicenzo Drive, Hamilton, to be funded from the Ward 8 Special Capital Re-investment Reserve Fund (#108058), be approved;

- (b) That the Mayor and City Clerk be authorized and directed to approve and execute all required agreements and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor related to the replacement of the baseball diamond line fencing at Dr. William Bethune Park, 60 Diconzo Drive, Hamilton.

**7. Lighting Improvements at Eastmount Park, 115 East 26th Street, Hamilton (Ward 7) (Item 12.5)**

WHEREAS, Eastmount Park is an existing neighbourhood park located at 115 East 26<sup>th</sup> Street, Hamilton, Ward 7;

WHEREAS, the park would benefit from additional lighting near the parking lot;

WHEREAS, \$20,000 was approved in March 21, 2022 at Public Works Committee for new lighting on the existing building(s) near the Eastmount Park parking lot (Project ID 4242209702);

WHEREAS, the preferred alternative to provide lighting at this location includes the construction of two new light standards with LED fixtures, which will provide better light distribution to the parking area; and

WHEREAS, the project costs have increased with the preferred design, and an additional \$25,000 is required to implement this improvement.

THEREFORE, BE IT RESOLVED:

- (a) That the installation of lighting near the parking lot at Eastmount Park, 115 East 26<sup>th</sup> Street, Hamilton, to be funded from the Ward 7 Special Capital Re- Investment Reserve Fund (#108057) with an additional \$25,000, be approved;
- (b) That the annual operating impacts of \$500 for the required maintenance and repairs for the new lighting near the parking lot at Eastmount Park, 115 East 26<sup>th</sup> Street, Hamilton, be included in the 2024 Public Works Department base operating budget;
- (c) That the Mayor and City Clerk be authorized and directed to approve and execute all required agreements and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor related to the new lighting at Eastmount Park, 115 East 26<sup>th</sup> Street, Hamilton.

**8. Opportunities to partner with Educational Institutions to Plant Trees (City Wide) (Added Item 12.6)**

WHEREAS, the City of Hamilton has declared a climate emergency;

WHEREAS, through increased tree planting initiatives on public property, the City continues to work towards meeting targets for the 30% urban tree canopy coverage, as set in the Council approved Draft Urban Forestry Strategy;

WHEREAS, increasing the urban tree canopy by planting trees on private property has many environmental benefits to the residents of the City;

WHEREAS, tree planting on institutional education properties within private lands is not currently funded under existing City funded tree planting programs;

WHEREAS, larger post secondary properties have land holdings that are not treed, and therefore provide opportunities to increase tree canopy across the City;

WHEREAS, some educational institutions do not have funding for tree planting to enhance their properties; and

WHEREAS, some Hamilton public, Catholic and post-secondary school representatives have shown interest in participating in partnering with the City to plant trees on their privately-owned lands.

THEREFORE, BE IT RESOLVED:

That staff be directed to work with institutional education representatives to identify how they could partner with the City to help meet canopy targets through larger scale tree planting initiatives utilizing current budgets and staffing resources, and report back to the Public Works Committee with recommendations on how tree planting on institutional lands might be implemented.

**9. Free Tree Giveaway Inclusion of Educational Institutions (City Wide) (Added Item 12.7)**

WHEREAS, the City of Hamilton has declared a climate emergency;

WHEREAS, through increased tree planting initiatives on public property, the City continues to work towards meeting targets for the 30% urban tree canopy coverage, as set in the Council approved Draft Urban Forestry Strategy;

WHEREAS, increasing the urban tree canopy by planting trees on private property has many environmental benefits to the residents of the City;

WHEREAS, the Free Tree Giveaway program allows residents within Hamilton to participate in the Free Tree Giveaway and gain a free tree to plant on their private property;

WHEREAS, tree planting on institutional education properties within private lands is not currently funded under existing City funded tree planting programs; and

WHEREAS, some school representatives have shown interest in participating in the Free Tree Giveaway.

THEREFORE, BE IT RESOLVED:

That staff be directed to adjust the current Free Tree Giveaway program to allow a representative of an educational institution within Hamilton to participate in the program by allowing one representative from the educational institution to attend an event and pick-up one to five trees with proof that they represent the institution.

**FOR INFORMATION:**

**(a) APPROVAL OF AGENDA (Item 2)**

The Agenda for the May 1, 2023 Public Works Committee meeting was approved, as presented.

**(b) DECLARATIONS OF INTEREST (Item 3)**

Councillor J.P. Danko declared a non-disqualifying interest respecting Added Item 12.6 - Opportunities to partner with Educational Institutions to Plant Trees (City Wide), and Added Item 12.7 - Free Tree Giveaway Inclusion of Educational Institutions (City Wide), as his wife is Chair of the Hamilton-Wentworth District School Board.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)**

**(i) April 17, 2023 (Item 4.1)**

The Minutes of the April 17, 2023 meeting of the Public Works Committee were approved, as presented.

**(d) DELEGATION REQUESTS (Item 6)**

The following Delegation Request was approved for today's meeting:

- (i) James Kemp respecting Item 9.1 Accessible Transportation Services Performance Report (PW22079(b)) (City Wide) (Item 6.1)



**(e) DELEGATIONS (Item 7)**

**(i) James Kemp respecting Item 9.1 Accessible Transportation Services Performance Report (PW22079(b)) (City Wide) (Item 7.1)**

James Kemp addressed Committee respecting Item 9.1 Accessible Transportation Services Performance Report (PW22079(b)) (City Wide).

The following delegation, was received:

- (i) James Kemp addressed Committee respecting Item 9.1 Accessible Transportation Services Performance Report (PW22079(b)) (City Wide).

**(f) CONSENT ITEMS (Item 9)**

**(i) Keep Hamilton Clean and Green Committee Minutes - February 21, 2023 (Item 9.2)**

The Keep Hamilton Clean and Green Committee Minutes - February 21, 2023, were received.

**(g) DISCUSSION ITEMS (Item 11)**

**(i) Bicycle Yield at Stop Signs (Idaho Stop) (Hamilton Cycling Committee - Citizen Committee Report) (Item 11.2)**

That the City of Hamilton correspond with the province to encourage the enactment of a law where cyclists can yield at stop signs, known as an "Idaho" stop.

The Hamilton Cycling Committee Citizen Committee Report respecting Bicycle Yield at Stop Signs (Idaho Stop), was received and referred to staff for a report back to the Public Works Committee respecting stop as yield laws and practices for bicycles and the safety environmental transportation outcomes, including consultation with the Hamilton Police Services.

**(h) NOTICES OF MOTION (Item 13)**

**(i) Opportunities to Partner with Educational Institutions to Plant Trees (City Wide) (Item 13.1)**

The Rules of Order were waived to allow for the introduction of a Motion respecting Opportunities to Partner with Educational Institutions to Plant Trees.

For further disposition of this matter, refer to Item 8.

**(ii) Free Tree Giveaway Inclusion of Educational Institutions (Item 13.2)**

The Rules of Order were waived to allow for the introduction of a Motion respecting Free Tree Giveaway Inclusion of Educational Institutions.

For further disposition of this matter, refer to Item 9.

**(i) GENERAL INFORMATION / OTHER BUSINESS (Item 14)**

**(i) Amendments to the Outstanding Business List (Item 14.1)**

The following amendments to the Public Works Committee's Outstanding Business List, be approved:

- (1) Items Considered Complete and Needing to be Removed (Item 14.1(a))
  - (i) HSR / ATS / DARTS Passenger Policies for Persons with Disabilities (Item 14.1(a)(a))  
Addressed as Item 11.2 (PW23009) (February 13, 2023)  
Item on OBL: ABR
- (2) Items Requiring a New Due Date (Item 14.1(b))
  - (i) Impact of On-Site and Excess Soils Management Regulation (O. Reg 406/19) and other pressures on Capital Program Costs (Item 14.1(b)(a))  
Item on OBL: ACZ  
Current Due Date: May 23, 2023  
Proposed New Due Date: June 12
  - (ii) Upper Paradise Road In-Service Road Safety Review (Ward 14) (Item 14.1(b)(b))  
Item on OBL: ADL  
Current Due Date: Q3 2023  
Proposed New Due Date: September 18, 2023

**(j) ADJOURNMENT (Item 16)**

That there being no further business, the meeting adjourned at 3:53 p.m.

Respectfully submitted,

Councillor Nann, Chair,  
Public Works Committee

Carrie McIntosh  
Legislative Coordinator  
Office of the City Clerk

City of Hamilton  
Accessible Transportation Services Performance Review  
Q4 2022

Michelle Martin  
Manager, Accessible Transportation Services  
Transit Division  
Public Works Department  
3-14-2023

This information report provides a summary of key statistical data and performance indicators for Q4 of 2022 (October to December) and 2022 totals. 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 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, ATS contact reports, and ATS Taxi Scrip program data.

## TRIPS REQUESTED AND PROVIDED

**Table 1: System Requested and Delivered Passenger YTD Q4 2022**

DEMAND	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
<b>DARTS: Number of Total Trips Requested</b>	112,155	155,087	169,376	195,670	632,288
<b>DARTS: Number of Total Trips Delivered</b>	82,356	116,804	123,186	132,271	454,617
<b>TAXI SCRIP: Number of Total Trips Delivered</b>	8,189	10,595	9,436	10,679	38,899
<b>ATS: Number of Total Trips Requested, All Modes</b>	120,344	165,682	178,812	206,349	671,187
<b>ATS: Number of Total Trips Delivered, All Modes</b>	90,545	127,399	132,622	142,950	493,516
<b>ATS % Of Total Trips Delivered vs. Requested, All Modes</b>	<b>75%</b>	<b>77%</b>	<b>74%</b>	<b>69%</b>	<b>74%</b>

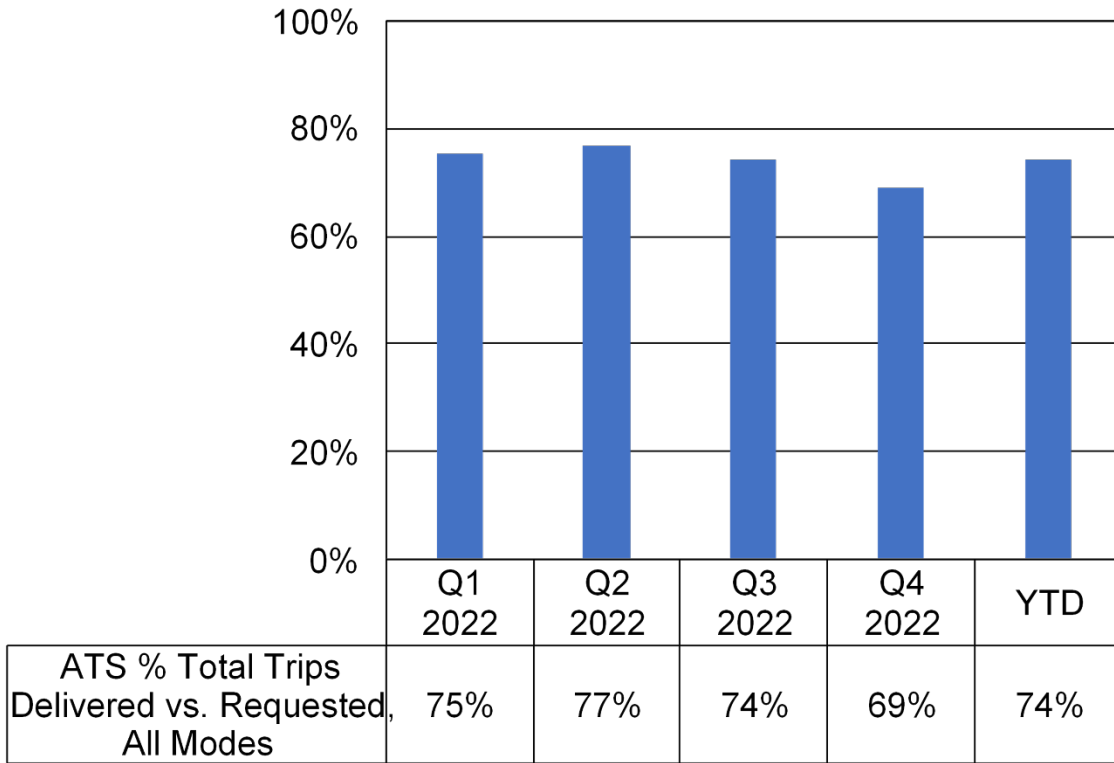
**Table 2: System Demand by Mode: DARTS vs. Taxi Scrip**

DEMAND BY MODE	Q1 2022 %	Q2 2022 %	Q3 2022 %	Q4 2022 %	Year to Date
<b>DARTS</b>	93.2%	93.6%	94.7%	94.8%	94.2%
<b>TAXI SCRIP</b>	6.8%	6.4%	5.3%	5.2%	5.8%
<b>ATS: All Modes</b>	100.0%	100.0%	100.0%	100.0%	100.0%

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. In Q4 2022, Taxi Scrip accounts for just over 5% of system trips requested, and just over 94% of trips requested are for DARTS up to December 31, 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

For the entire year of 2022, ATS delivered a total of 493,516 trips through both DARTS and the Taxi Scrip program; approximately 8% of total trips delivered were delivered through Taxi Scrip (see Table 1, above).

For the entire year of 2022, DARTS completed trip counts are at approximately 54% of 2019 numbers for the same period (pre-COVID), and at approximately 79% of budgeted service up to end of Q4.



**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, above).

**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	Q3 2022	Q4 2022	Year to Date
ATS Total Number of Trips Requested	120,344	165,682	178,812	206,349	671,187
ATS Total Number of Trips Denied	799	3,273	3,623	2,933	10,628
% of Trips Denied	0.7%	2.0%	2.0%	1.4%	1.6%

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 the OHRC standard, though with an increase that is driven by increased trip denials by DARTS (see Table 4, below).

## SPECIALIZED TRANSPORTATION TRIP DISPOSITION

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

<b>Contractor Trip Dispositions</b>	<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>	<b>Year to Date</b>
Total Trips Requested	112,155	155,087	169,376	195,670	632,288
Total Trips Provided	82,356	116,804	123,186	132,271	454,617
Total Trips Denied	799	3,273	3,623	2,933	10,628
<b>% of Total Trips Denied</b>	<b>0.7%</b>	<b>2.1%</b>	<b>2.1%</b>	<b>1.5%</b>	<b>1.7%</b>

### 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 1.7% year to date, end of Q4 (Table 4, above). This is an increase of more than double the rate at the beginning of 2022. This is due in part to vehicle safety inspections during AUD 22007 fieldwork and some ongoing ATS vehicle inspections as part of the oversight to which ATS gas committed. It is also due to circumstances reported by DARTS to be beyond its control: increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

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

<b>Client Trip Disposition</b>	<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>	<b>Year to Date</b>
Total Trips Cancelled On Time	11,431	13,098	17,265	30,819	72,613
<b>% of Total Trips Cancelled on Time</b>	<b>10.2%</b>	<b>8.4%</b>	<b>10.2%</b>	<b>15.8%</b>	<b>11.5%</b>
Total Trips Cancelled Late	13,217	16,489	18,684	23,165	71,555
<b>% of Total Trips Cancelled Late</b>	<b>11.8%</b>	<b>10.6%</b>	<b>11.0%</b>	<b>11.8%</b>	<b>11.3%</b>
Total No Show/Cancelled at Door	4,250	5,302	6,448	6,313	22,313
<b>% of Total No Show/Cancelled at Door</b>	<b>3.8%</b>	<b>3.4%</b>	<b>3.8%</b>	<b>3.2%</b>	<b>3.5%</b>
Total Trips Refused	102	121	170	169	562
<b>% of Total Trips Refused</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>

### 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 11.5% of trips requested on DARTS at the end 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 11.3% as of the end of 2022.

### **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 3.5% of DARTS trips requested at the end 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).

HSR is currently working with the contractor for specialized transit, DARTS, and the software provider, Trapeze, to install an updated service infraction application to track late cancellations and no shows according to the points system outlined in PW21055(a). It should be noted, however, that cancellations and late cancellations were higher in December than for November or for October: there were over 1,000 cancellations on December 15 alone, which was the date of a significant inclement weather event. This is an example of a circumstance in which ATS would not apply any penalty for a late cancellation.

### **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% for 2022.

## **DARTS ON-TIME PERFORMANCE**

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).

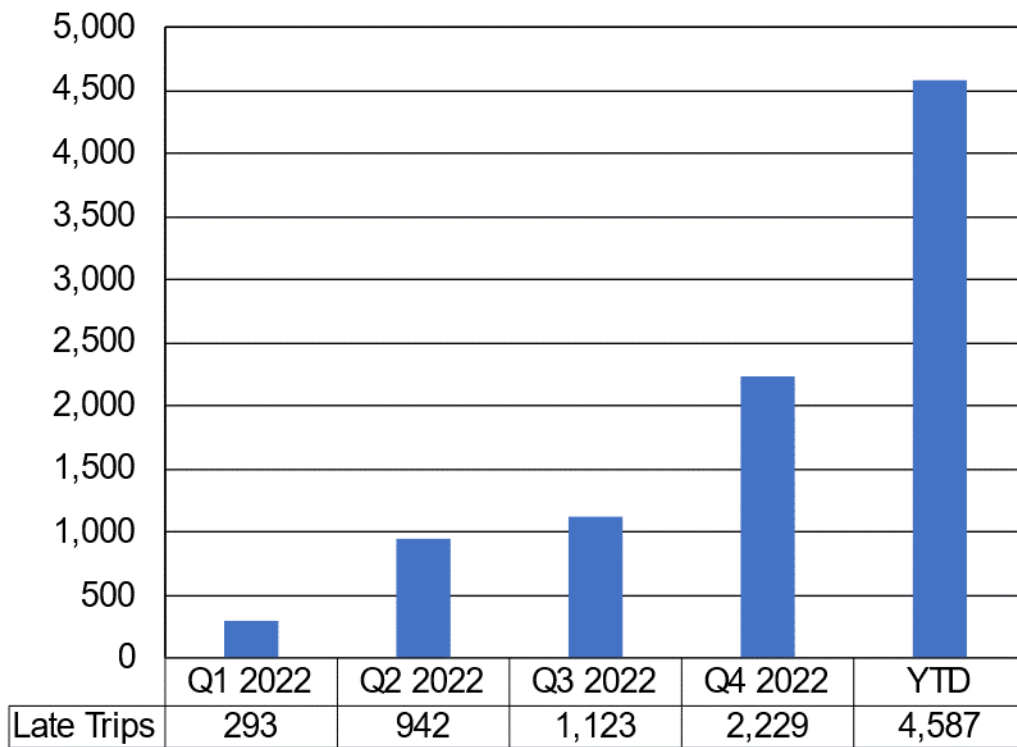
In 2022, on-time performance has been consistently better than the target established in the OHRC settlement agreement and sits within the industry benchmark. As shown in Table 6 (below), DARTS on-time performance currently sits at 99.0% year to date Q4 of 2022. It should be noted that in Q4 of 2022, late trips had doubled from what was reported in Q3. As noted above, DARTS has reported some causal factors to be beyond its control: increased employee absences including Operators, and



in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

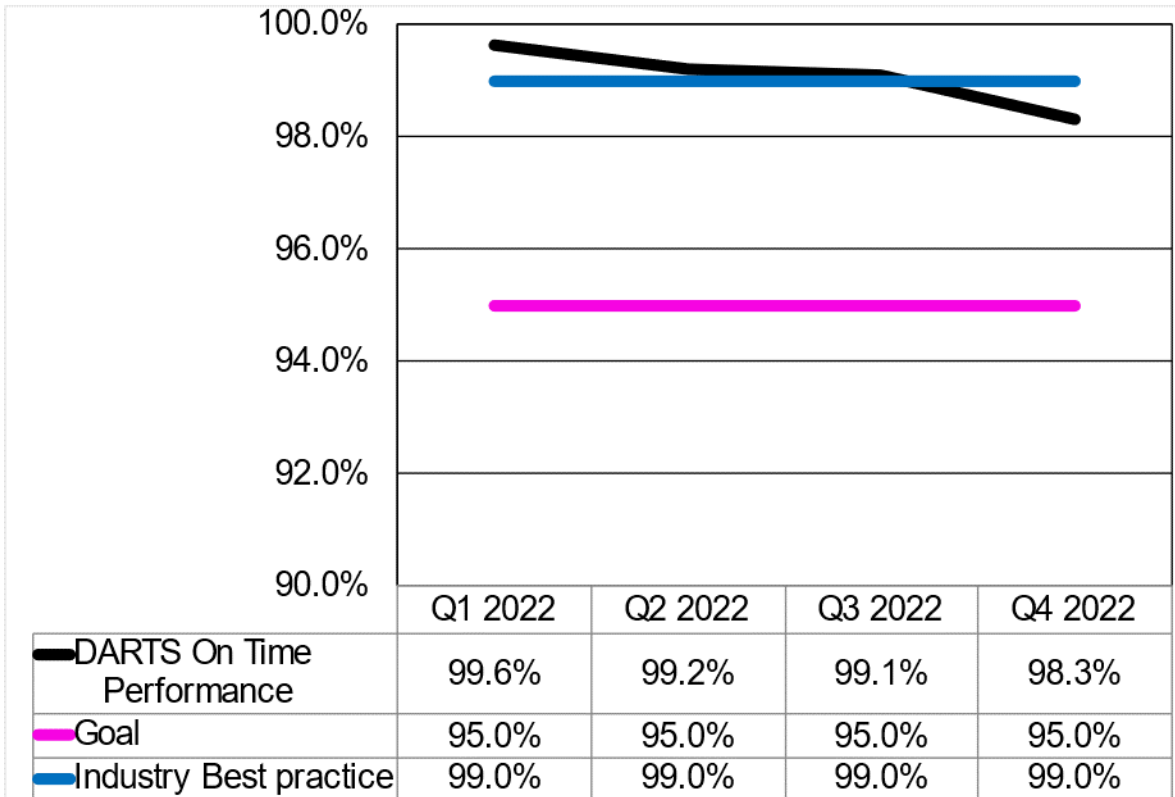
**Table 6: Contractor (DARTS) On-Time Performance**

Service Metrics	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
Total Trips Provided	82,356	116,804	123,186	132,271	454,617
Total Number of Late Trips	293	942	1,123	2,229	4,587
% of Trips Completed on Time	99.6%	99.2%	99.1%	98.3%	99.0%



**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, above).



**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, above).

**COMPLAINTS**

**Table 7: Complaints per Thousand Trips**

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2022 Q1	2.8	3.0
2022 Q2	3.9	4.2
2022 Q3	4.3	4.7
2022 Q4	5.3	5.6
Year to Date	4.2	4.5

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, no Taxi Scrip complaints in Q2 or Q3, and 8 Taxi Scrip

complaints in Q4. 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 2022 complaint level currently sits at greater than the industry best practice (1:1,000) and exceeds the 2016 CUTA average.

**Table 8: Complaint Type**

<b>Complaint Type</b>	<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>	<b>Year to Date</b>
<b>Service Performance</b>	182	334	378	564	1,458
<b>Staff Performance</b>	65	131	130	141	467
<b>Service Sufficiency</b>	6	30	65	46	147
<b>TOTAL</b>	253	495	573	751	2,072

Table 8 (above) 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. Taxi Scrip complaints are captured in this category. 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. For the purpose of this report, total complaints include all complaints received, including non-validated complaints.

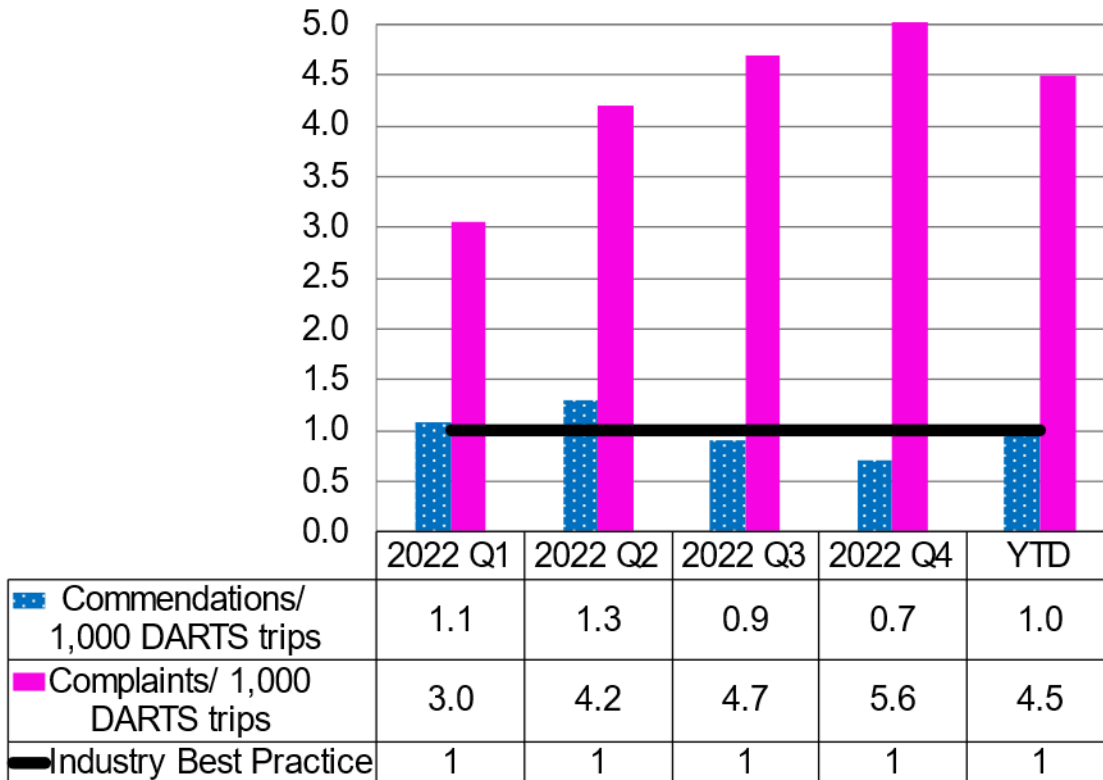
## COMMENDATIONS

**Table 9: Commendations per Thousand Trips**

<b>Year</b>	<b>Commendations per Thousand ATS Trips, All Modes</b>	<b>ATS and DARTS Commendations per Thousand DARTS Trips</b>
<b>Q1 2022</b>	1.0	1.1
<b>Q2 2022</b>	1.2	1.3
<b>Q3 2022</b>	0.8	0.9
<b>Q4 2022</b>	0.7	0.7
<b>Year to Date</b>	0.9	1.0

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 to date as of Q4 in 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 sit just slightly below the industry best practice of 1 commendation per thousand trips in 2022, but above the 2016 CUTA average.



**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 (above).

**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).