

City of Hamilton
Accessible Transportation Services Performance Review
Q2 2023

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This information report provides a summary of key statistical data and performance indicators for Q2 of 2023 (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 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 Q2 2023

DEMAND	Q1 2023	Q2 2023	YTD 2023
DARTS: Number of Total Trips Requested	192,077	195,723	387,800
DARTS: Number of Total Trips Delivered	125,547	134,405	259,952
TAXI SCRIP: Number of Total Trips Delivered	8,233	7,965	16,198
ATS: Number of Total Trips Requested, All Modes	200,310	203,688	403,998
ATS: Number of Total Trips Delivered, All Modes	133,780	142,370	276,150
ATS % Of Total Trips Delivered vs. Requested, All Modes	67%	70%	68%

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

DEMAND BY MODE	Q1 2023 %	Q2 2023%	YTD 2023
DARTS	96%	96%	96%
TAXI SCRIP	4%	4%	4%
ATS: All Modes	100%	100%	100%

In Q2 2023, ATS delivered a total of 142,370 trips through both DARTS and the Taxi Scrip program.

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. Taxi Scrip continues to account for just 4% of system trips requested, and 96% of trips requested are for DARTS to date in 2023 (Table 2, above). The total number of requested trips includes client cancellations and no shows. Note: ATS increased the Taxi Scrip program discount from 40% to 60%, effective May 2023 and continuing to August 2023. This has not resulted in an

increase in the number of trips taken that are paid for with Taxi Scrip coupons. The percentage of trips taken through the Taxi Scrip program is lower than 2022, when it was approximately 6%.

For Q2 of 2023, DARTS completed trip counts are at approximately 63% of 2019 numbers for the same period (pre-COVID), and at approximately 92% of budgeted service up to end of Q2.

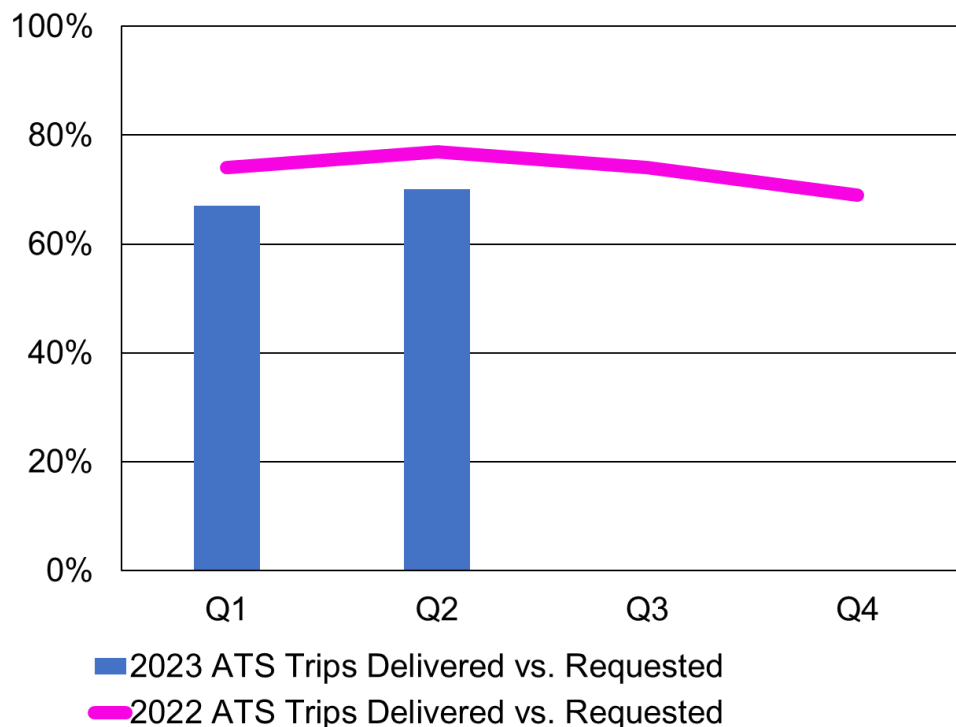


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, All Modes

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 so far in 2023. The pink line graph above the column shows the trend across all of 2022. So far in 2023, the percentage of requested trips delivered is lower than any quarter in 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (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 2023	Q2 2023	YTD 2023
ATS Total Number of Trips Requested	200,310	203,688	403,998
ATS Total Number of Trips Denied	8,754	5,305	14,509
% of Trips Denied	4.4%	2.6%	3.5%

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 while system denial rate remains within the OHRC standard and has decreased from Q1, the rate year to date is still almost 2% higher than overall denial rate for 2022 and is driven by increased DARTS trip denials by (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023	Q2 2023	YTD 2023
Total Trips Requested	192,077	195,723	387,800
Total Trips Provided	125,547	134,405	259,952
Total Trips Denied	8,754	5,305	14,059
% of Total Trips Denied	4.6%	2.7%	3.6%

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, made within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel, or an acceptable alternative cannot be found (see Appendix 1, below). On-time performance impacts trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip.

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2023	Q2 2023	YTD 2023
Inbound Calls	111,404	111,504	222,908
Calls Handled by Agents	76,284	83,290	159,574
Calls Abandoned by Clients	35,120	28,214	63,334
Transfer Rate	68.5%	74.7%	71.6%
Abandoned Rate	31.5%	25.3%	28.4%
Abandoned > 30 Seconds	30,230	23,677	53,907
Abandoned > 30 Seconds Rate	27.1%	21.2%	24.2%
Service Level	48.94%	52.21%	50.6%
Minimum Wait Time	00:00:00	00:00:00	00:00:00
Maximum Wait Time	04:50:18	04:18:00	04:34:09
Average Wait Time	00:07:08	00:06:40	00:06:54
Average Abandoned Wait Time	00:04:05	00:03:36	00:03:51

In response to ACPD feedback following the final 2022 ATS Performance Report, ATS requested DARTS provide call centre data (Table 5, above). The concern expressed by ACPD members was specifically around calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 3. The service level, which is calculated using the number of calls that are abandoned after the acceptable wait time of five minutes, are at about 50%. It should be

noted that the above call centre data also indicates some clients may be having difficulty calling in to cancel trips in a timely manner (see Table 6, below). Call Centre terms are defined in Appendix 1 to this report.

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2023	Q2 2023	YTD 2023
Total Trips Cancelled On Time	27,257	26,583	53,840
% of Total Trips Cancelled on Time	14.2%	13.6%	13.9%
Total Trips Cancelled Late	24,481	22,937	47,418
% of Total Trips Cancelled Late	12.7%	11.7%	12.2%
Total No Show/Cancelled at Door	5,900	6,397	12,297
% of Total No Show/Cancelled at Door	3.1%	3.3%	3.2%
Total Trips Refused	138	96	234
% of Total Trips Refused	0.1%	0.05%	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 an on-time 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 6 (above) on-time cancellations sit at 13.6% of trips requested on DARTS at the end of Q2 2023. The average on-time cancellation reported by CUTA in 2016 is 20.76% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016), while the industry best practice is an on-time cancellation rate of no more than 10%.

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 pickup time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 6 shows the late cancellation rate currently sits at 11.7% as of the end of Q2 2023. The CUTA Specialized Transit Services Industry Practices Review does not provide a statistic for late cancellations.

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 6 shows the no-show rate sits at 3.2% of requested DARTS trips year to date Q2 2023. This is down slightly from 3.5% for 2022 and still lower than the 2016 average of 3.68% for larger systems reported by CUTA, but it exceeds 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), targeting end of Q3. It should be noted, however, that there are circumstances in which ATS would not apply any penalty for a late cancellation or no show. These include illness or hospitalization, or an investigation result showing that DARTS was in error.

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 0.05% for Q2 of 2023.

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, at 99%, on-time performance was consistently better than the target established in the OHRC settlement agreement and sat at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance has improved since Q1, is still within the 2004 OHRC guideline, but still lower than in 2022, at 97.2% year to date. As noted above, DARTS has reported some reasons 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 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2023	Q2 2023	YTD 2023
Total Trips Provided	125,547	134,405	259,952
Total Number of Late Trips	4,726	2,656	7,382
% of Trips Completed on Time	96.2%	98.0%	97.2%

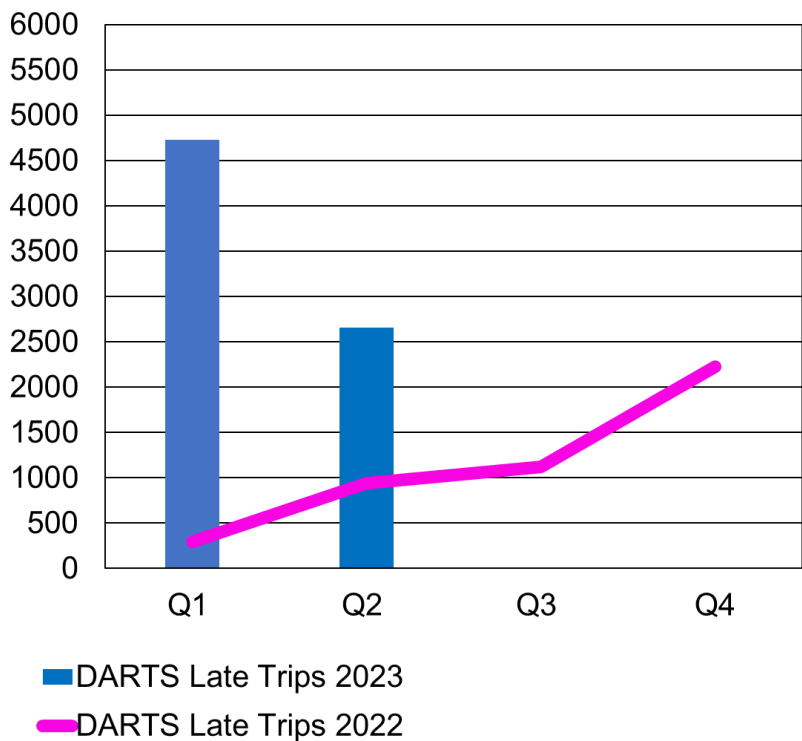


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 2,656, the number of late trips has decreased from Q1, but is higher than the number reported in Q2 of 2022 (see also Table 7, above).

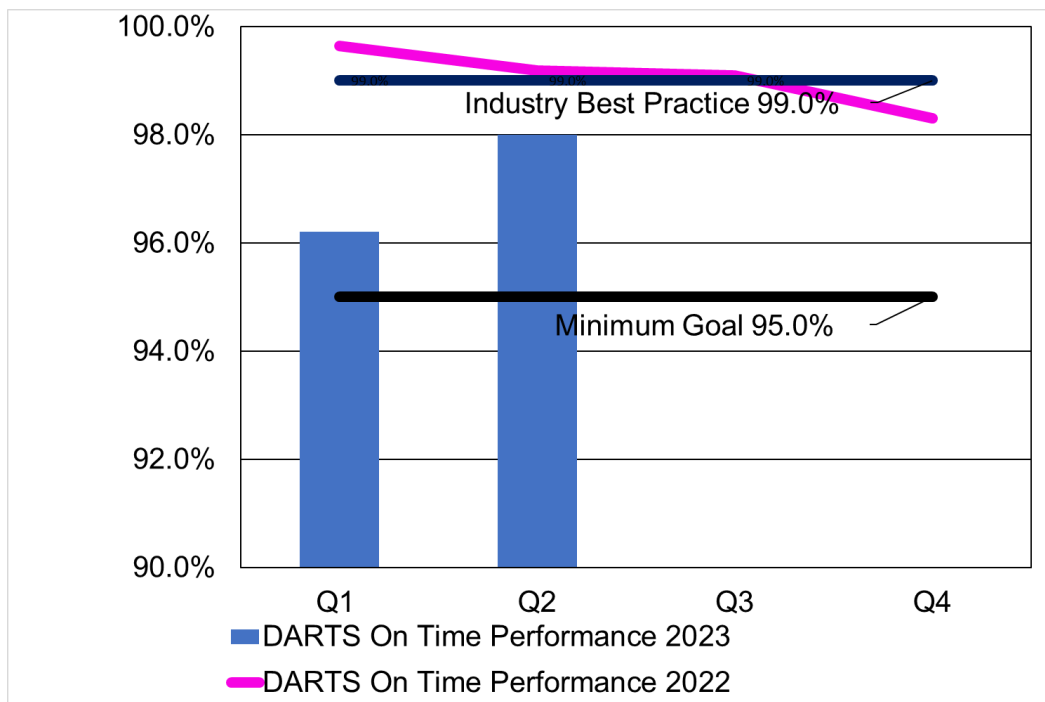


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that at 98%, on-time performance in Q2 of 2023 has improved from Q1: it is 3% above the OHRC goal of 95% but still below the industry standard of 99% (see also Table 7, above).

COMPLAINTS

Table 8: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2023 Q1	8.8	9.3
2023 Q2	8.0	8.4
YTD 2023	8.4	8.8

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 8, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). In Q2 of 2023, there were 10 Taxi Scrip complaints. 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 year-to-date 2023 complaint level per thousand DARTS trips, while improved, is almost nine times the industry best practice (1:1,000) and more than four times the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 9: Complaint Type

Complaint Type	Q1 2023	Q2 2023	YTD 2023
Service Performance	991	1,005	1,996
Staff Performance	125	132	257
Service Sufficiency	64	150	214
TOTAL	1,180	1,137	2,317

Table 9 (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 is currently reviewing their use for better understanding of complaint drivers. In Table 9, total complaints include all complaints received, including complaints that were found “not valid” following investigation.

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2023	0.8	0.8
Q2 2023	1.1	1.2
YTD 2023	1.0	1.0

Table 10 (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 Q2 in 2023.

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 year to date in Q2 sit just at the industry best practice of 1 commendation per thousand trips, and above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

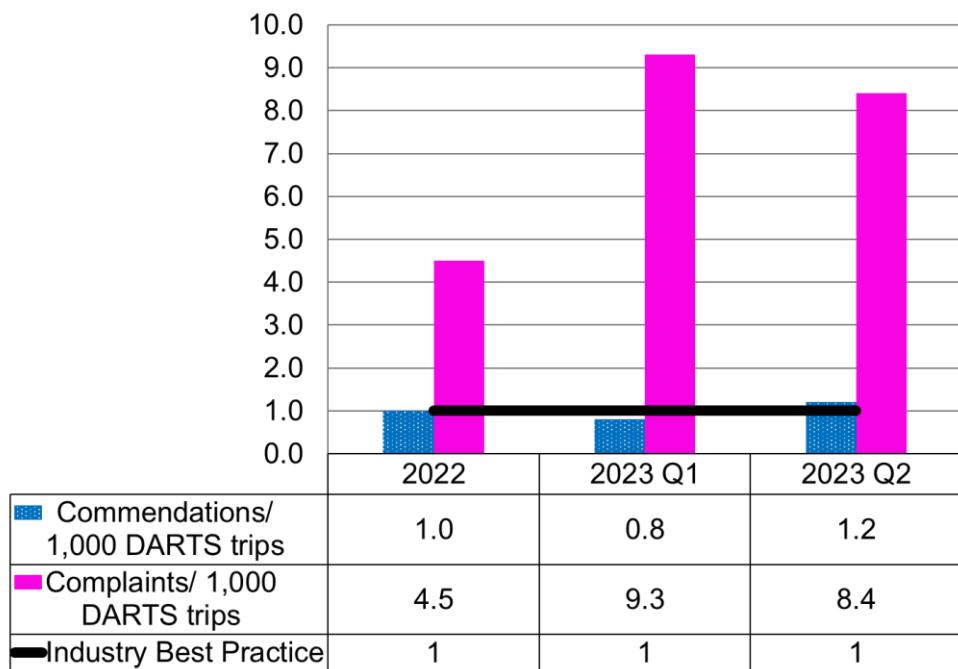


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 and Q2 of 2023. 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 shows 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 was not met for 2022 at 4.5 complaints per thousand trips, and the trend in 2023 continues at almost double the 2022 rate. The industry standard for commendations is currently being met, as of Q2 2023. See also Tables 8 and 10, above.

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS

Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors

Provider	Number of Trips YTD Q2 2023	Number of Validated Complaints YTD Q2 2023	Validated Complaints per Thousand Trips YTD Q2 2023
DARTS	107,287	1,965	18.3
VETS	40,480	36	0.9
Hamilton Rising	68,073	75	1.1
City Marvel	42,852	88	2.1
Hamilton Cab	1,260	4	3.2
TOTAL	259,952	2,168	8.3

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints. Removing 37 complaints against ATS Customer Service (including Taxi Scrip complaints) and excluding unfounded complaints leaves an overall count of 8.3 complaints per thousand trips for the contractor and subcontractors, still more than eight times the industry best practice and just under 4 times the CUTA 2016 average (Table 11, above). Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only. See also Appendix 2 of this report, which provides additional detail as requested by members of the Advisory Committee for Persons with Disabilities on May 9, 2023, following presentation of the [Q1 Accessible Transportation Services Performance Report](#).

To date in 2023, 1,260 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

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.

Validated complaint: complaint determined to be substantiated based on investigation by the contractor and ATS review/ agreement.

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

Inbound calls: incoming calls entering call system queue.

Calls Handled by Agents: incoming calls transferred to an agent.

Calls Abandoned by Clients: calls for which the caller hung up.

Transfer Rate: rate of incoming calls transferred to an agent, as a percentage of calls queued.

Abandoned Rate: rate of calls abandoned, as a percentage of calls queued.

Minimum Wait Time: the shortest amount of time before call was transferred to an agent.

Maximum Wait Time: the longest amount of time before a call was transferred to an agent.

Service Level: calculated as $[\text{calls transferred within 5 minutes}] / ([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}]) * 100$

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).

APPENDIX 2 Validated Complaints YTD Q2 2023: Detail

ATS CUSTOMER SERVICE	37	37
FARES	1	1
MISCELLANEOUS	8	8
POLICIES	2	2
STAFF CONDUCT/SERV	1	1
TAXI SCRIP	25	25
CITY MARVEL	88	88
ACCIDENTS	1	1
DAMAGED PROPERTY	1	1
DRIVING HABITS	20	20
ERROR ADDR/DATE	27	27
INJURED PASSENGER	3	3
NO DOOR TO DOOR	13	13
NOSHOW	5	5
POLICIES	1	1
STAFF CONDUCT/SERV	10	10
TRIP MISSED	4	4
VEHICLE CONDITION	3	3
DARTS DISPATCH	143	143
CANT BOOK SAME DAY	1	1
CR WAIT TIME	3	3
ERROR ADDR/DATE	23	23
MISCELLANEOUS	2	2
ONHOLD/CANT CONNECT	70	70
PU/DO OUTSD WINDOW	3	3
STAFF CONDUCT/SERV	25	25
TIME CHANGE	6	6
TRIP MISSED	9	9
TRIP TRANSFER	1	1
DARTS ON-STREET	114	114
DAMAGED PROPERTY	3	3
DRIVING HABITS	14	14
ERROR ADDR/DATE	25	25
FARES	2	2
INJURED PASSENGER	11	11
NO DOOR TO DOOR	10	10
NOSHOW	7	7
POLICIES	2	2
STAFF CONDUCT/SERV	28	28
TRIP MISSED	10	10
VEHICLE CONDITION	2	2
DARTS RESERVATIONS	236	236
CANT BOOK REQD TIME	42	42
ERROR ADDR/DATE	46	46
FARES	1	1
ONHOLD/CANT CONNECT	132	132
STAFF CONDUCT/SERV	8	8

TRIP NOTIFICATION	7	7
DARTS SCHEDULING	1472	1472
ERROR ADDR/DATE	37	37
NOSHOW	1	1
PU/DO OUTSD WINDOW	937	937
SCHED ON BOARD TIME	114	114
SUBSCRIPTIONS	1	1
TIME CHANGE	3	3
TRIP MISSED	175	175
WAITING LIST	204	204
HAMILTON RISING	75	75
DRIVING HABITS	11	11
ERROR ADDR/DATE	22	22
INJURED PASSENGER	2	2
MISCELLANEOUS	2	2
NO DOOR TO DOOR	4	4
NOSHOW	5	5
POLICIES	2	2
PU/DO OUTSD WINDOW	2	2
STAFF CONDUCT/SERV	15	15
TRIP MISSED	7	7
VEHICLE CONDITION	3	3
TAXI ON-STREET	4	4
ERROR ADDR/DATE	1	1
NO DOOR TO DOOR	2	2
STAFF CONDUCT/SERV	1	1
VETS	36	36
ACCIDENTS	1	1
DRIVING HABITS	7	7
ERROR ADDR/DATE	5	5
FARES	2	2
NO DOOR TO DOOR	5	5
NOSHOW	1	1
POLICIES	1	1
PU/DO OUTSD WINDOW	1	1
STAFF CONDUCT/SERV	12	12
TRIP MISSED	1	1
Grand Total	2205	2205