

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES  
PERFORMANCE REVIEW

Q2 2023

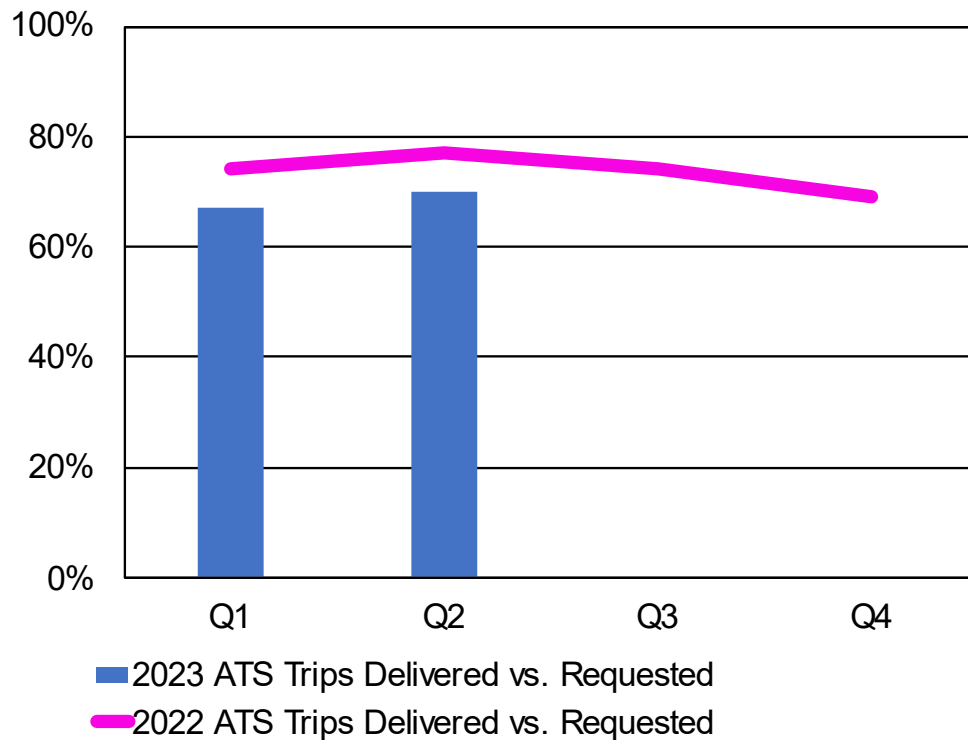
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES  
AUGUST 8, 2023

PUBLIC WORKS DEPARTMENT  
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q2 2023, Advisory Committee for Persons with Disabilities, August 8, 2023; Public Works Department, Transit Division.

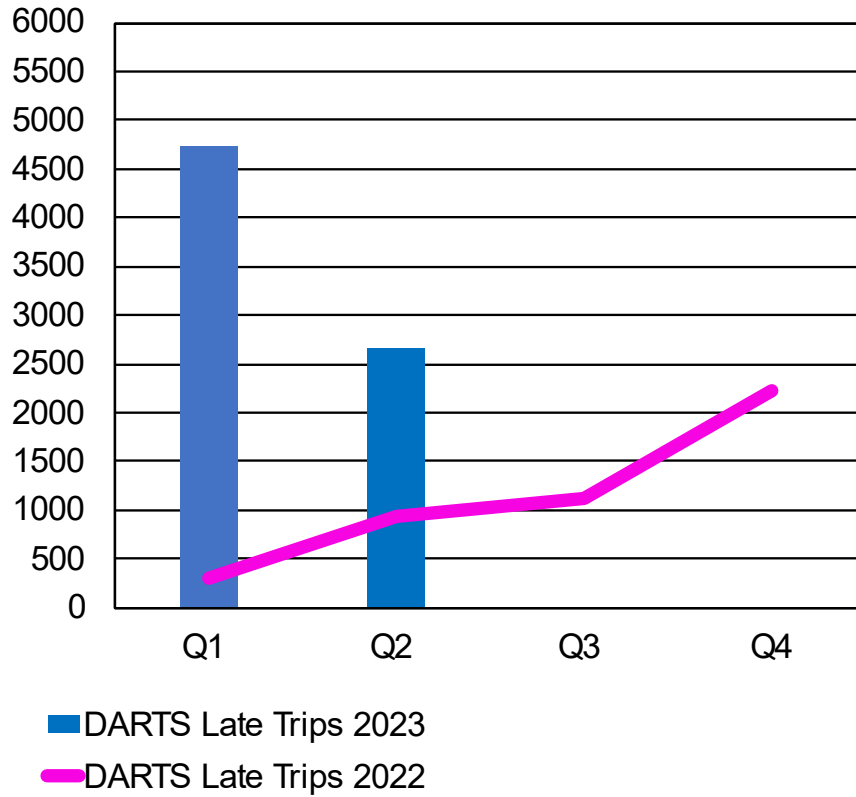
**FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED, ALL MODES**



**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 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 in report).

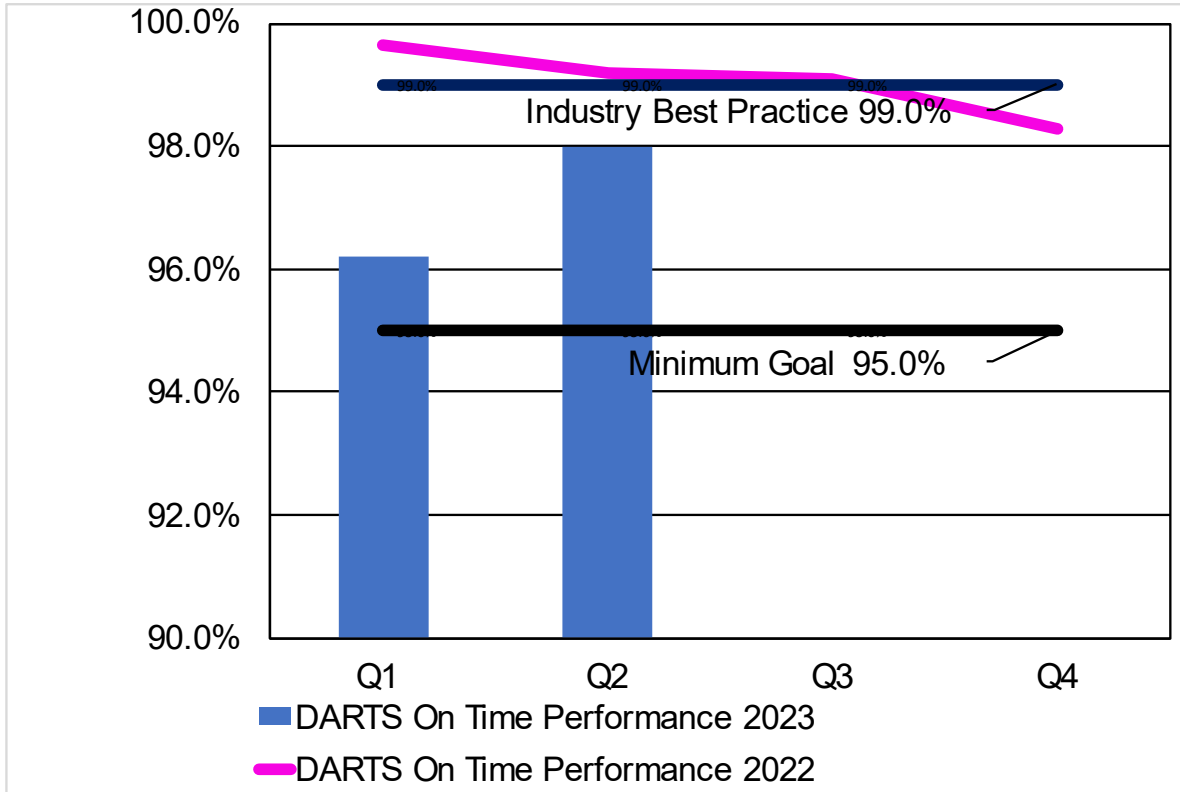
**FIGURE 2: DARTS LATE TRIPS**



**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 in report).

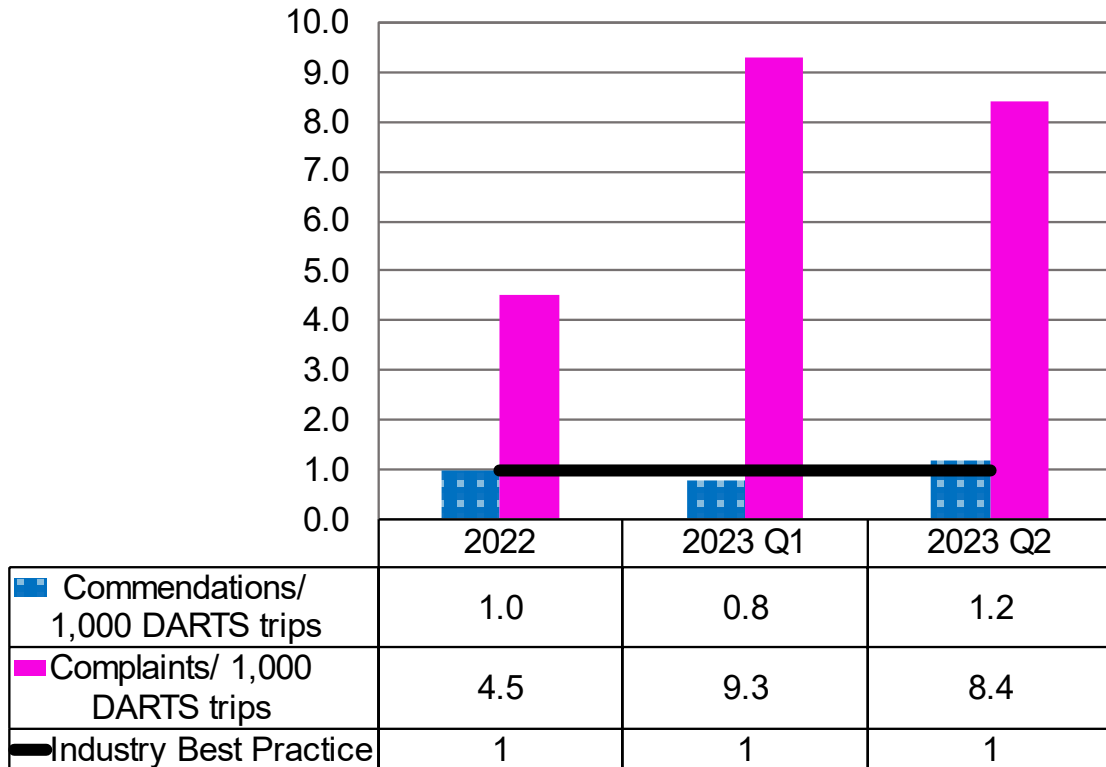
**FIGURE 3: DARTS ON TIME PERFORMANCE**



**Figure 3: DARTS On Time Performance**

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid 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 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, 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 in report.

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THANK YOU

Slide 6: Thank You.