



Hamilton

INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	January 15, 2024
SUBJECT/REPORT NO:	Accessible Transportation Services Performance Report (PW22079(e)) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

Public Works Committee, at its meeting of April 22, 2022, approved the following: “That staff be directed to report back to the Public Works Committee and the Advisory Committee for Persons with Disabilities on a quarterly basis respecting Accessible Transportation Services (ATS).” (PW Report 22-006, Item 3 (PW21055(a))).

INFORMATION

In 1998, an Ontario Human Rights Code (OHRC) complaint was filed, and the subsequent settlement established, in part, that the City of Hamilton report on service-specific requirements: notably, a trip denial rate goal of 5%, an on-time performance goal of 95% or greater for DARTS trips, and an annual report to the City’s Advisory Committee for Persons with Disabilities on: trip requests, trip denials, passenger refusals of trips, cancellations, no shows, missed trips, trips provided, complaints and on-time performance.

Accessible Transportation Services Q1 and Q2 2023 indicators were presented as described in PW22079(c) and PWC22079(d). Q3 2023 indicators were presented to the Advisory Committee for Persons with Disabilities on December 12, 2023 (meeting 23-012, Item 8.1).

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Accessible Transportation Services Performance Report
(PW22079(e)) (City Wide) - Page 2 of 4**

When the 2023 Q1 information was presented to the Advisory Committee for Persons with Disabilities (ACPD), attached to Report PW22079(e) as Appendix “A”, the ACPD requested that validated customer complaints per 1,000 trips broken down by provider and also into additional subcategories as shown in Appendix “A” on page 13. This level of detail is more than what the OHRC settlement requires but Accessible Transportation Services will regularly report these details as requested.

The Q3 year-to-date trend for contractor DARTS on-time performance is almost 98%, greater than the 95% on-time performance guideline established by the 2004 Ontario Human Rights Commission settlement cited above. This performance level is approaching the 99% industry standard. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). A detailed breakdown of trends year over year and for late trip counts is provided in Appendix “A” to Report PW22079(e).

Total complaints received in Q3 2023 resulted in 7.7 complaints per thousand DARTS trips, which is a slight decrease from Q2 2023. The industry standard is 1.0 customer complaints/1,000 trips, and the 2016 Canadian Urban Transit Association average was 2.1 complaints/1,000 trips for large systems such as Hamilton (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Late trips on DARTS continue to be the largest driver of the overall rate of complaints. 32% of all complaints received against in Q3 2023 were due to late trips.

Complaints of being on hold or unable to connect accounted for about 9% of all DARTS complaints received in Q3 2023. Call centre statistics provided by DARTS show that call centre service levels are at just over 50% as of the end of June; that is, only half of calls received are transferred to a call taker within five minutes.

The Q3 2023 trip denial rate for DARTS trips showed some improvement over Q2, at 2.1% of trips requested being denied. Poor on-time performance can also appear in trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip. This is within the trip denial 5% benchmark set in the 2004 Ontario Human Rights Commission settlement. The 2016 Canadian Urban Transit Association average is 1.98% for large systems such as Hamilton, while the industry best practice is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

The quarterly report presented above exceeds the terms and the reporting frequency requirements of the 2004 Ontario Human Rights Commission settlement. The Q4 2023 report (October – December 2023) will be presented to the ACPD in early Q1, 2024 and then to the Public Works Committee.

**SUBJECT: Accessible Transportation Services Performance Report
(PW22079(e)) (City Wide) - Page 3 of 4**

Beginning with this report, and as part of continuous improvement, Accessible Transportation Services will include additional performance monitoring metrics related to the management of the contracted relationship. Accessible Transportation Services will include a summary count of performance-related letters sent by the City to the contractor, DARTS, classified according to category (see Table 1, below). It should be noted that the letters may be related to DARTS and/or their subcontractors.

Table 1: Letters sent to Contractor by City 2020 – 2023 Year to Date.

Category of Letter	2020	2021	2022	2023 YTD	TOTAL 2020 - 2023 YTD
Budget	1	2		1	4
Contracted Relationship	1		1	3	4
Serious Incidents	2		2	6	10
Service Standards			4	4	8
Vehicle Maintenance		3	5	4	12
TOTAL	4	5	12	16	39

Also, Appendix “B” attached to report PW22079(e) summarizes Contractor Vehicle Inspection results to date; these include results from both third-party mechanical inspections and on-site vehicle records inspections by City staff.

This work was undertaken in response to recommendations from the Office of the Auditor General and will be reported in the ATS Quarterly Report to Public Works Committee, going forward (see also Report PW24005 being brought forward to the Audit, Finance and Administration Committee on January 18, 2024 – titled DARTS Vehicle Safety Audit AUD22007(a) Update to Management Response).

Related to the above paragraph, it should be noted that the Office of the City Auditor has not completed any work to validate the current status of the Management response to AUD22007(a).

APPENDICES AND SCHEDULES ATTACHED

- Appendix "A" to Report PW22079(e) – Advisory Committee for Persons with Disabilities
Meeting 23-012 8.1 – Accessible Transportation
Services Performance Report Q3 2023
- Appendix "B" to Report PW22079(e) – Contractor Vehicle Inspection Results Q3 2022 –
Year-to-Date