

Slide 1



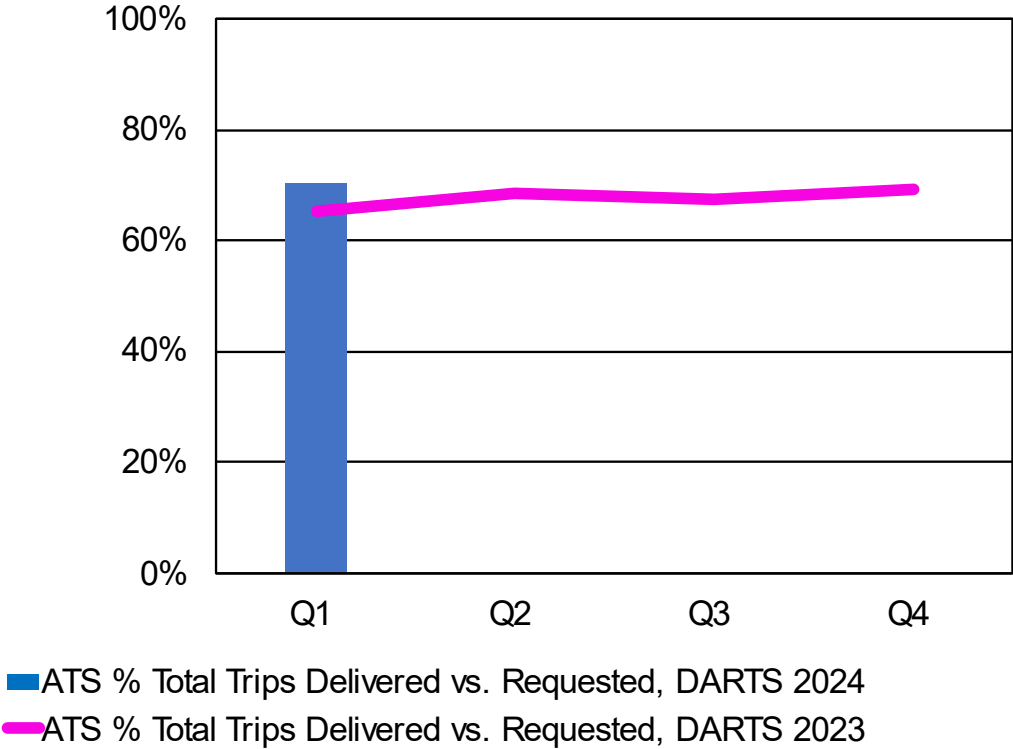
ACCESSIBLE TRANSPORTATION SERVICES  
PERFORMANCE REVIEW  
Q1 2024  
ACCESSIBILITY COMMITTEE FOR PERSONS WITH  
DISABILITIES  
JULY 9, 2024

PUBLIC WORKS DEPARTMENT  
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q1 2024, Accessibility Committee for Persons with Disabilities, July 9, 2024; Public Works Department, Transit Division.

**FIGURE 1: DEMAND: COUNT OF DARTS TRIPS DELIVERED vs REQUESTED**



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

The graph in Figure 1 (above) compares total ATS trips requested on DARTS to total number of ATS trips delivered on DARTS. The blue vertical column shows the percentage of trips provided out of the total number of trips requested for Q1 2024. The pink line graph above the column shows the trend across all of 2023. At 70%, the percentage of trips delivered versus requested is slightly higher than it was in any quarter during 2023. 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 the report).

**FIGURE 2: CONTRACTOR (DARTS) CALL CENTRE QUEUE CALLS ANSWERED WITHIN FIVE MINUTES**

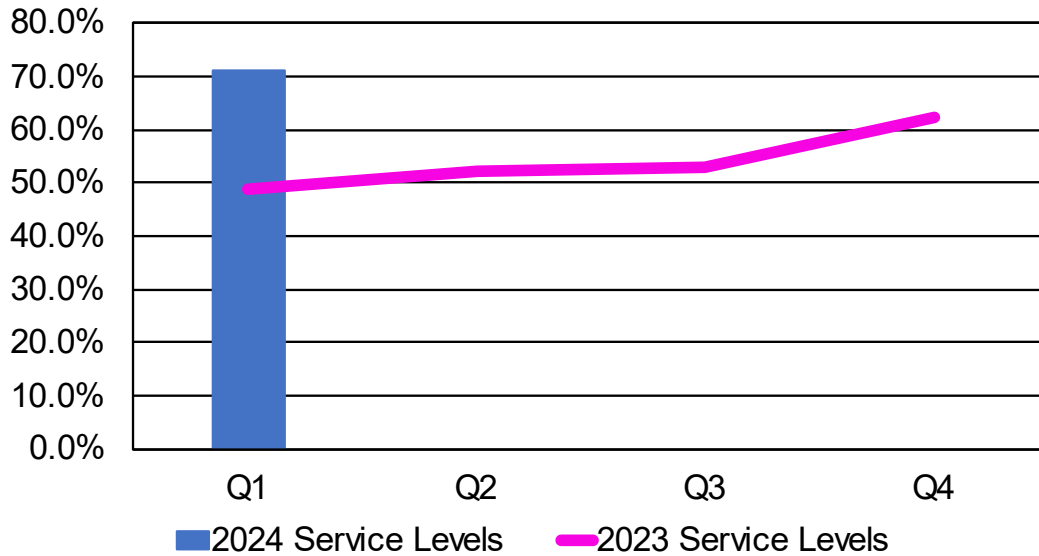


Figure 2: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

In Figure 2 (above), the vertical blue column shows the service level of calls answered in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At almost 71% the service level has increased from Q4 of 2023 (see also Table 5 in the report).

**FIGURE 3: DARTS LATE TRIPS**

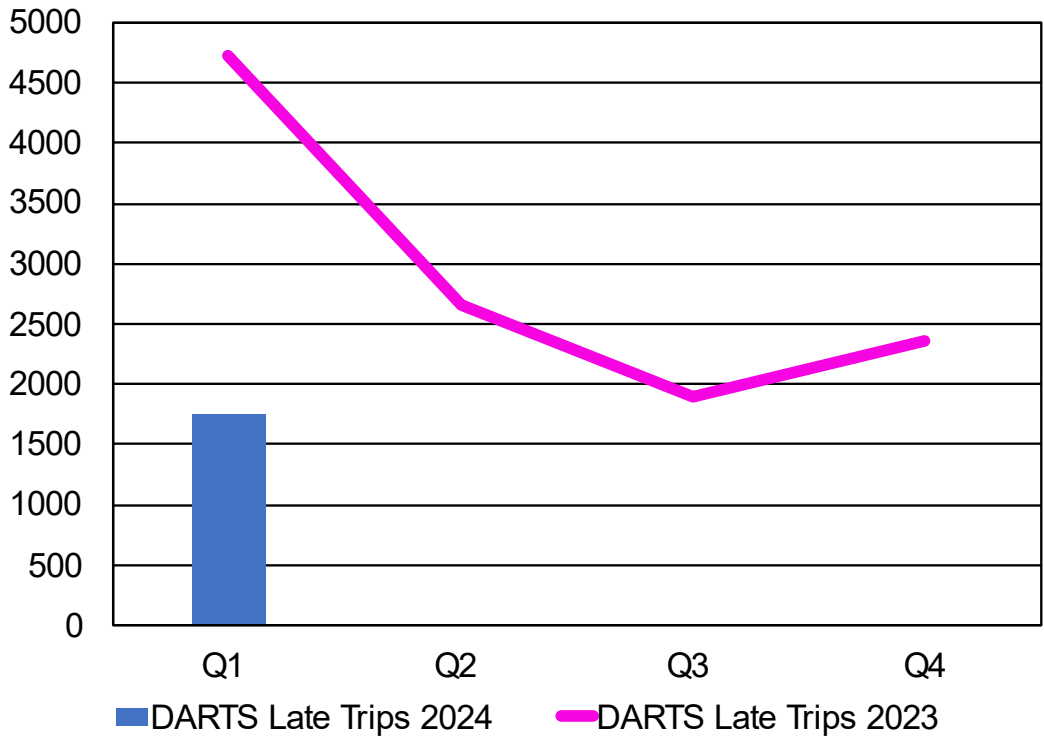


Figure 3: DARTS Late Trips

In Figure 3 (above), the vertical blue column shows the number of late trips to date in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At 1,748, the number of late trips has decreased from 2,366 Q4 of 2023 (see also Table 7 in the report).

**FIGURE 4: DARTS ON TIME PERFORMANCE**

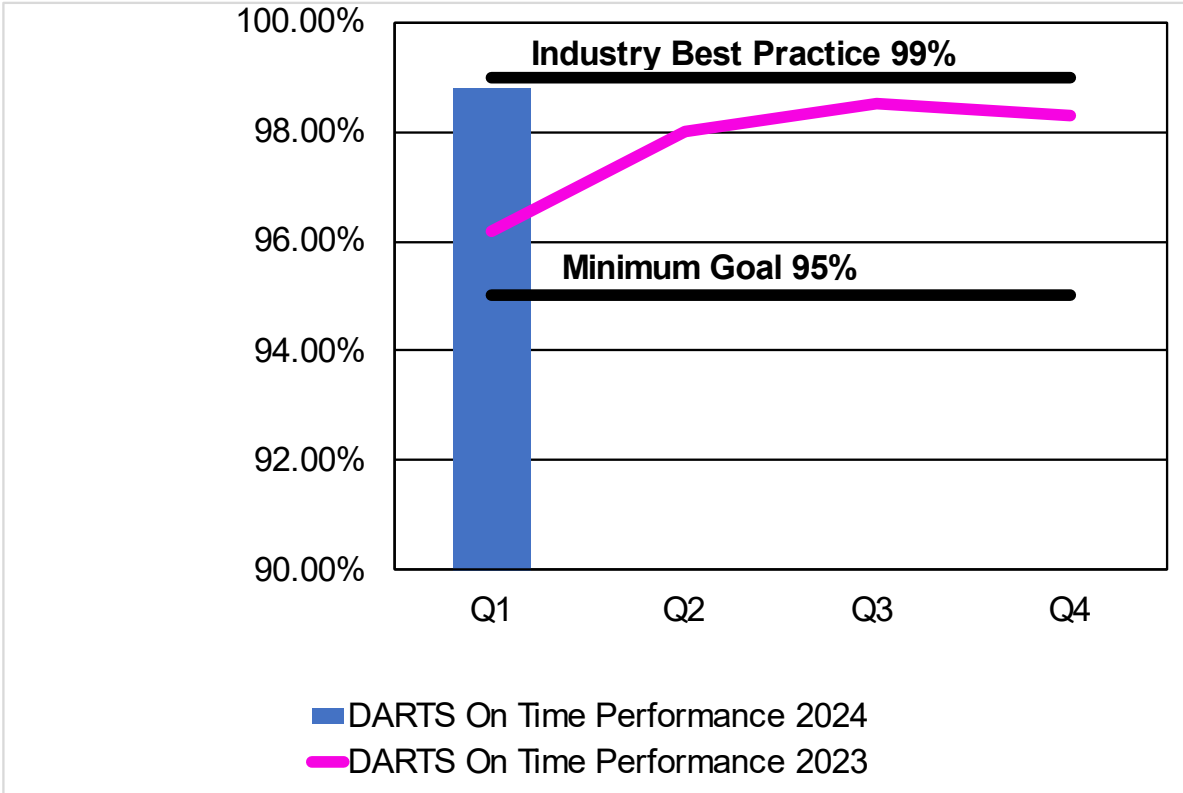


Figure 4: DARTS On Time Performance

Figure 4 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2023. 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 improvement in DARTS on-time performance from Q1 to Q4 of 2023 to just over 98%. The vertical blue bars show that on-time performance in Q1 2024 is approaching 99%, or almost 4% above the OHRC goal of 95% and almost attaining the industry standard (see also Table 7 in report).

Slide 6



THANK YOU



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