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ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW
Q2 2024
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES
AUGUST 13, 2024

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q2 2024, Accessibility Committee for Persons with Disabilities, August 13, 2024; Public Works Department, Transit Division.

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

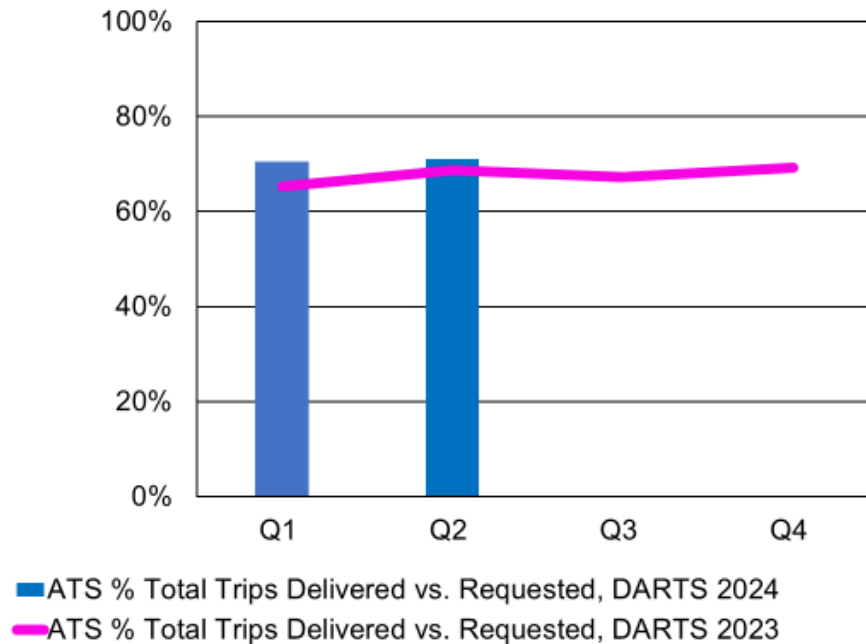


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

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 columns show the percentage of trips provided out of the total number of trips requested for Q1 and Q2 2024. The pink line graph above the column shows the trend across all of 2023. At 71%, the percentage of trips delivered versus requested is slightly higher in Q2 than it was in Q1 and continues to be higher than 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**

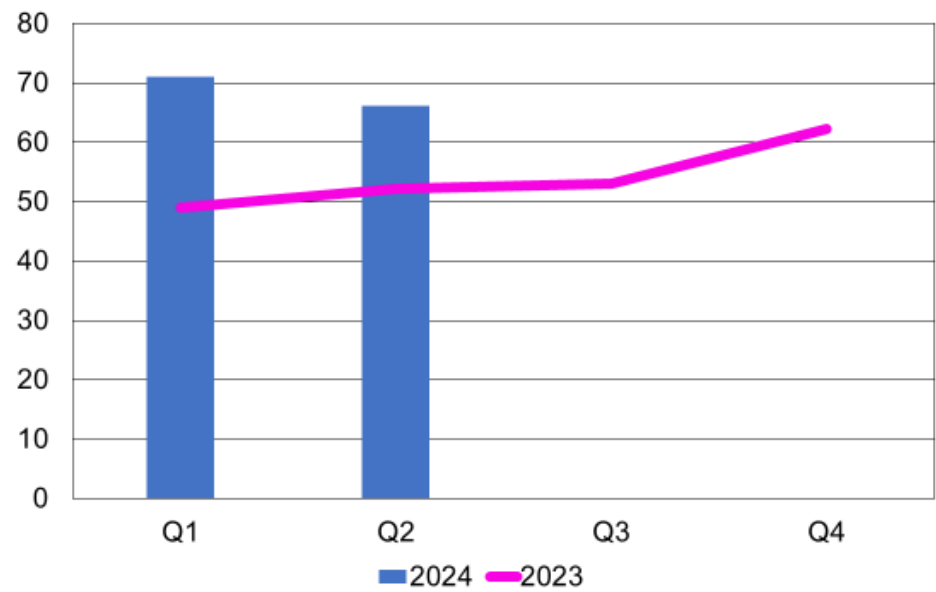


Figure 2: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

In Figure 2 (above), the vertical blue columns show the service level of calls answered in Q1 and Q2 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. While the service level has decreased from Q1 of 2024, it is still higher than any quarter in 2023 (see also Table 5 in the report).

FIGURE 3: DARTS LATE TRIPS

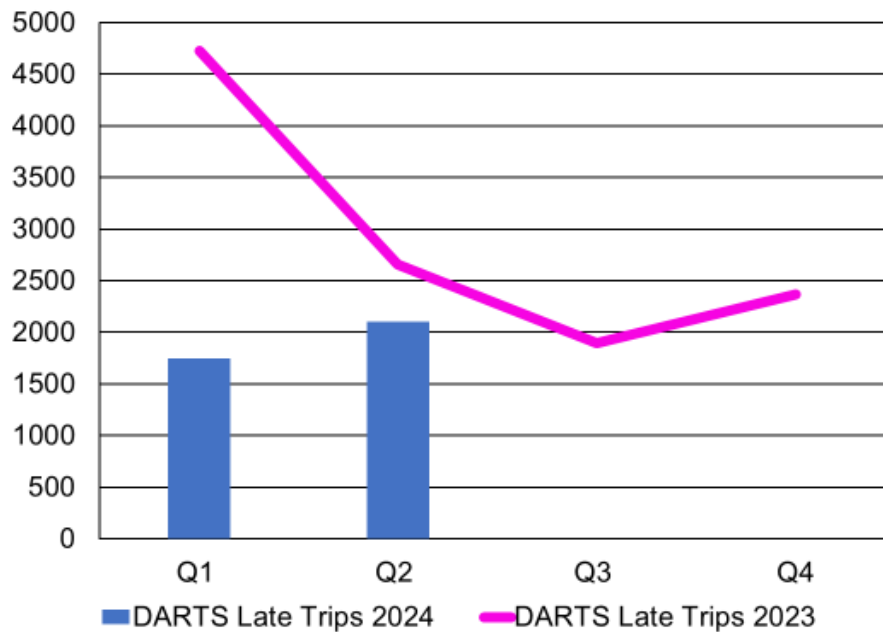


Figure 3: DARTS Late Trips

In Figure 3 (above), the vertical blue columns show the number of late trips to date in Q1 and Q2 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. The number of late trips in Q2 continues to be lower year over year (see also Table 7 in the report).

FIGURE 4: DARTS ON TIME PERFORMANCE

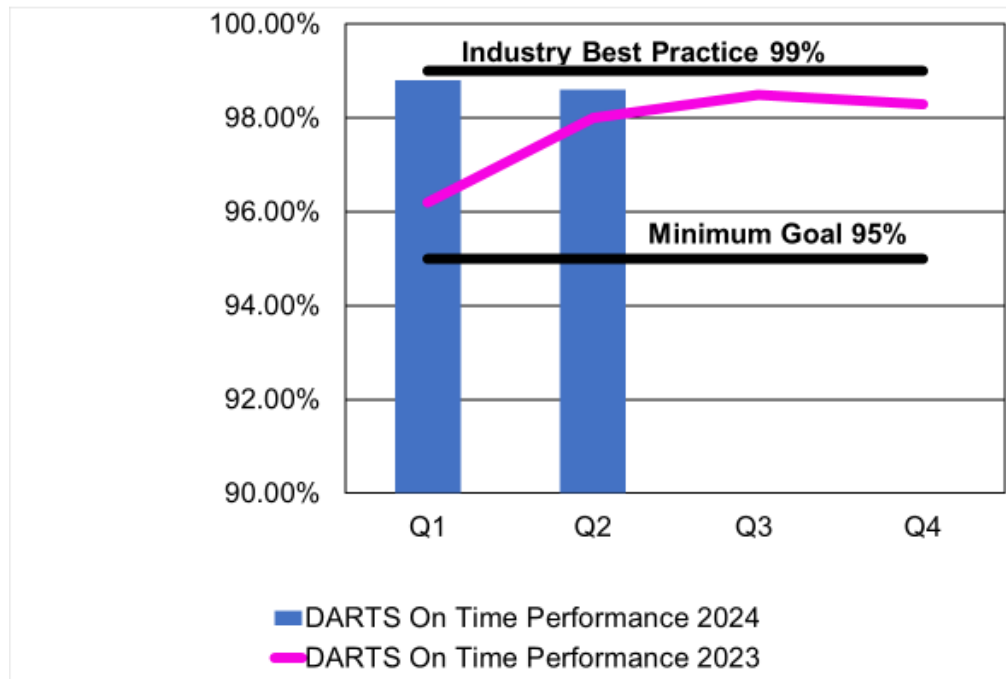


Figure 4: DARTS On Time Performance

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, though slightly decreased from Q1 to Q2 in 2024, is close 99%, or almost 4% above the OHRC goal of 95% and almost attaining the industry standard (see also Table 7 in report).

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THANK YOU



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