

City of Hamilton
Accessible Transportation Services Performance Review
Q2 2024

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This information report provides a summary of key statistical data and performance indicators for Q2 of 2024 (April to June) and year-to-date totals. The City is obligated to provide statistical reports to the Accessibility 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 is obtained from DARTS performance report records, ATS contact reports, and ATS Taxi Scrip program data.

Please note, as the City of Hamilton continues to recover from the recent 2024 City of Hamilton cybersecurity incident, some total Taxi Scrip trip numbers and customer contact counts are not currently available. The specific data that is not currently available is noted in the appropriate sections. The relevant totals will be updated in cumulative 2024 reporting once the information is available.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passengers Q2 2024

DEMAND	Q1 2024	Q2 2024	YTD
DARTS: Number of Total Trips Requested	199,533	207,252	406,785
DARTS: Number of Total Trips Delivered	140,504	147,689	288,193
TAXI SCRIP: Number of Total Trips Delivered	Not available	Not available	Not available
ATS: Number of Total Trips Requested, All Modes	Not available	Not available	Not available
ATS: Number of Total Trips Delivered, All Modes	Not available	Not available	Not available
ATS % Of Total Trips Delivered vs. Requested, All Modes	Not available	Not available	Not available

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

DEMAND BY MODE	Q1 2024 %	Q2 2024%	YTD%
DARTS	Not Available	Not Available	Not Available
TAXI SCRIP	Not Available	Not Available	Not Available
ATS: All Modes	Not Available	Not Available	Not Available

In Q2 2024, ATS delivered a total of 147,689 trips through DARTS. The total number of requested trips on DARTS includes client cancellations and no shows. Year-to-date Q2 of 2024, DARTS' completed trip counts are at approximately 70% of 2019 numbers for the same period (pre-COVID), and at approximately 6% above the budgeted service target. Total trips requested and delivered for all modes is not included, as Taxi Scrip trip totals are currently unavailable.

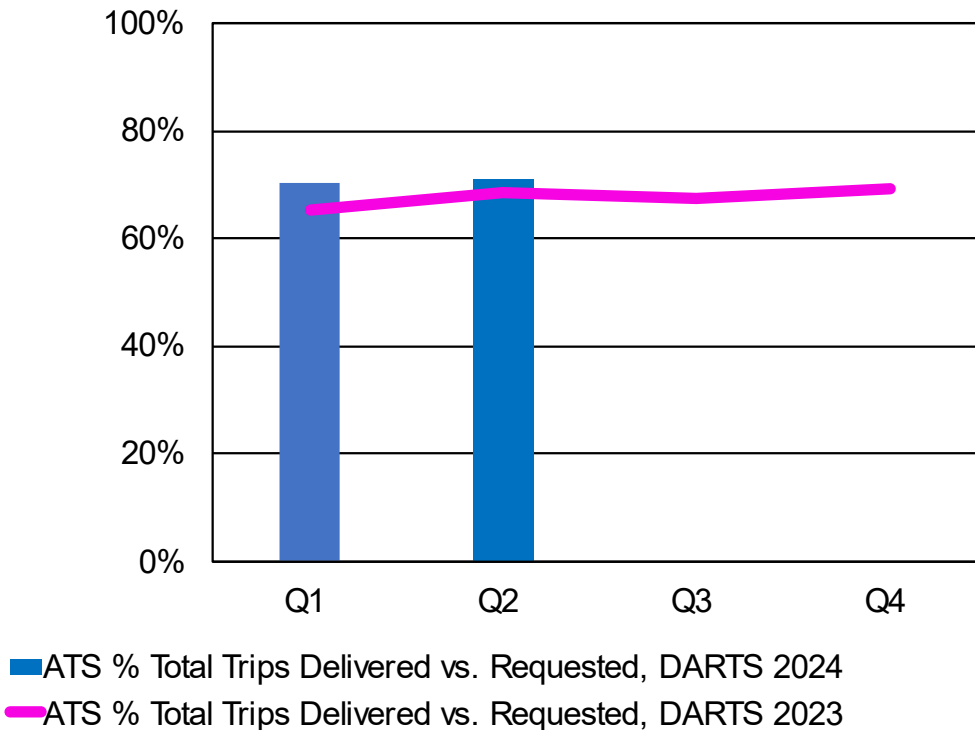


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, DARTS

Alternate text for Figure 1: 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, above).

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	Q1 2024	Q2 2024%	YTD%
ATS Total Number of Trips Requested	Not Available	Not Available	Not Available
ATS Total Number of Trips Denied	Not Available	Not Available	Not Available
% of Trips Denied: All Modes	Not Available	Not Available	Not Available

Overall system trip denial rates (Table 3, above) will be reported once ATS regains access to the Taxi Scrip data needed. The DARTS denial rate (Table 4, below) sits at 1.8% year to date, well below the 5% goal established by the City's 2004 settlement with the OHRC. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). The DARTS denial rate continues lower than the overall 2023 rate of 2.6% but is up 0.2% from the previous quarter.

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2024	Q2 2024	YTD
Total Trips Requested	199,533	207,252	406,785
Total Trips Provided	140,504	147,689	288,193
Total Trips Denied	3,423	3,871	7,294
% of Total Trips Denied	1.7%	1.9%	1.8%

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 2024	Q2 2024	YTD
Inbound Calls	101,651	107,386	209,037
Calls Handled by Agents	84,671	86,857	171,528
Calls Abandoned by Clients	16,980	20,529	37,509
Transfer Rate	83.3%	80.9%	82.1%
Abandoned Rate	16.70%	19.12%	17.94%
Abandoned > 30 Seconds	13,387	16,636	30,023
Abandoned > 30 Seconds Rate	13.17%	15.49%	14.36%
Service Level	70.99%	66.18%	68.59%
Minimum Wait Time	00:00:00	00:00:00	00:00:00
Maximum Wait Time	02:12:46	01:37:30	01:55:08
Average Wait Time	00:03:59	00:04:37	00:04:23
Average Abandoned Wait Time	00:02:45	00:02:54	00:02:50

DARTS call centre data (Table 5, above) is included to capture concerns expressed by the ACPD about 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, demonstrated steady improvement over 2023, and the 2024 trend is still holding, though there was a decrease of about 5% from Q1 to Q2. Call Centre terms are defined in Appendix 1 to this report.

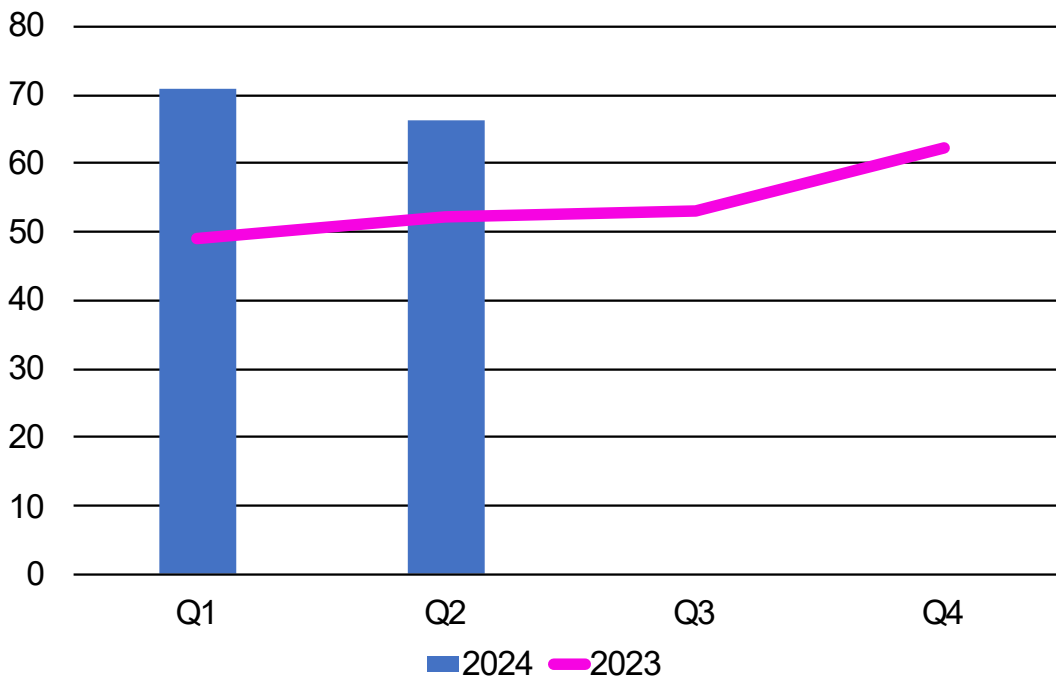


Figure 2: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

Alternate text for Figure 2: 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, above).

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2024	Q2 2024	YTD
Total Trips Cancelled On Time	22,937	23,646	46,583
% of Total Trips Cancelled on Time	11.5%	11.4%	11.5%
Total Trips Cancelled Late	25,519	24,739	50,258
% of Total Trips Cancelled Late	12.8%	11.9%	12.4%
Total No Show/Cancelled at Door	7,023	7,223	14,246
% of Total No Show/Cancelled at Door	3.5%	3.5%	3.5%
Total Trips Refused	127	84	211
% of Total Trips Refused	0.06%	0.04%	0.05%

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. 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 in Q2 2024 has decreased slightly from Q1 to 11.4% of trips requested on DARTS and continues below the 2023 rate of 14%. 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 Q2 late cancellation rate has decreased almost one percent from Q1, down to 11.9%. Late cancellations reduce the opportunity to re-allocate unused trips to other passengers.

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 continues to sit at 3.5% of requested DARTS trips year to date Q2 2024. This is up slightly from 3.4% for 2023 but still lower than the 2016 average of 3.68% for larger systems reported by CUTA. However, it continues to exceed 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). User acceptance testing with ATS staff has been completed, however, final installation is delayed due to continued recovery from the recent 2024 City of Hamilton cybersecurity incident. ATS will provide general communication well ahead of implementing the updated late cancellation and no-show policy received by Public Works Committee in 2022 (PW21055(a)). The updated software will make it easier for ATS to avoid penalizing customers whose late cancel or no show was due to extenuating circumstances, including any 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 below 0.1% by the end of Q2 2024. This value is so low, the above table has been amended from the Q1 2024 report to round this amount to two decimal places, rather than one.

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 2023, DARTS ended the year with a 97.8% on-time performance rate, and in Q2 2024 we see a slight decrease in on-time performance from Q1 down to 98.6%: still better than the target established in the OHRC settlement agreement and at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance is well within the 2004 OHRC guideline.

Table 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2024	Q2 2024	YTD
Total Trips Provided	140,504	147,689	288,193
Total Number of Late Trips	1,748	2,102	3,850
% of Trips Completed on Time	98.8%	98.6%	98.7%

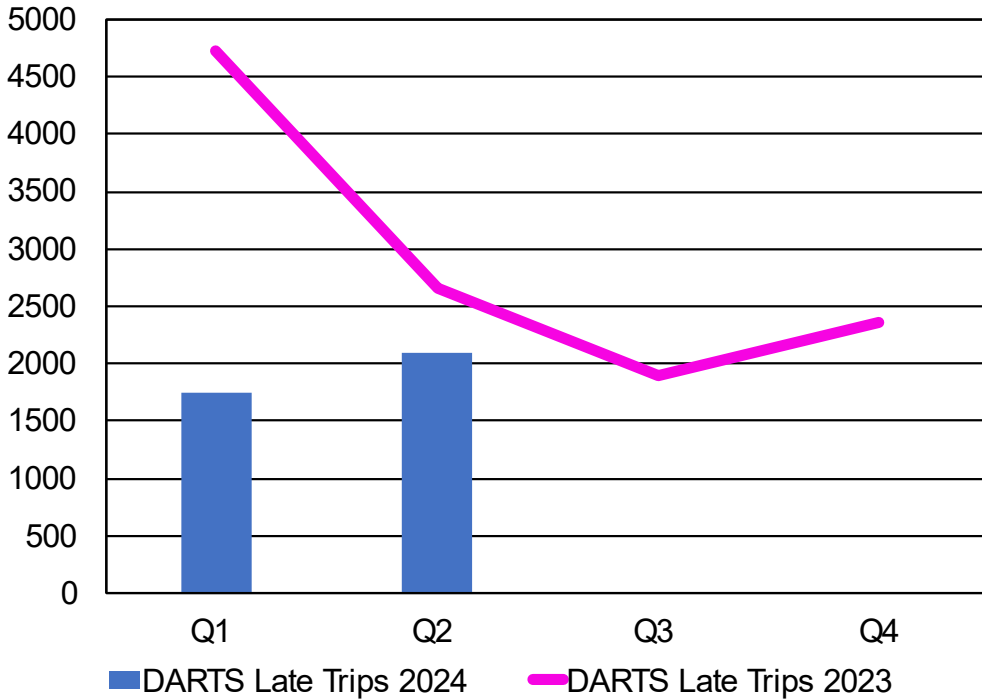


Figure 3: DARTS Late Trips

Alternate text for Figure 3: 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, above).

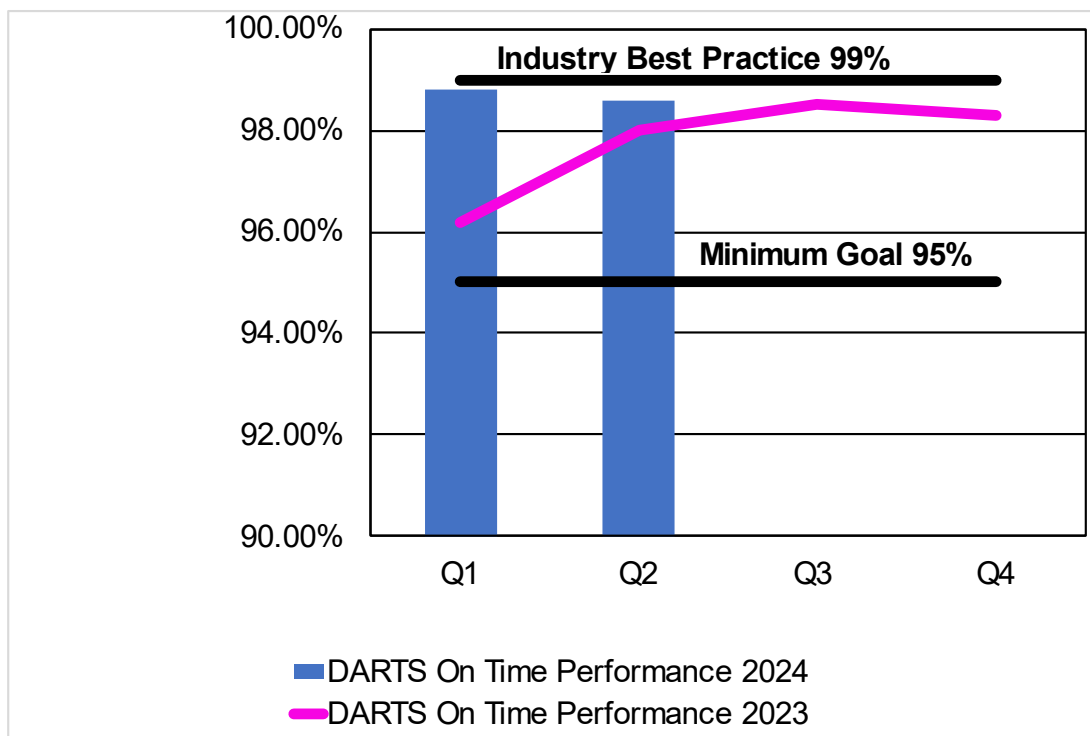


Figure 4: DARTS On Time Performance

Alternate text for Figure 4: 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 to 99%, or almost 4% above the OHRC goal of 95% and almost attaining the industry standard (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
2024 Q1	Not Available	Not Available
2024 Q2	Not Available	4.2
YTD	Not Available	Not Available

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Due to ongoing recovery from the recent 2024 City of Hamilton City of Hamilton cybersecurity incident, the data necessary to determine the rate of complaints for all modes is not currently available and will be added to the aggregate table above in a future report. Q1 complaints totals are still unavailable, as not all February entries can be accessed at this time.

In Q2 of 2024, ATS counted 4.25 complaints per thousand. Following the February city-wide cybersecurity incident, ATS customers were only able to reach ATS directly via an extension option in the DARTS phone system, so this may mean complaints are underreported. The rate for Q2 in Table 8, above, is tabulated from customer contacts received by ATS through the channels that were available. It should be noted that this number is still higher than the industry standard and double the 2016 industry average, while slightly lower than the 4.5 complaints per thousand reported in the last quarter of 2023.

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. (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 9: Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	Q1 2024**	Q2 2024	YTD
Service Performance	302	489	791
Staff Performance	72	113	185
Service Sufficiency	77	26	103
TOTAL	451	628	1,079

**Q1 complaint type totals are missing approximately 2 weeks of data from February 2024, and are reported to provide a sense of Q1 and year-to-date trends.

Once all the data is again available to ATS, the values for Q1 in Table 9 (above) will include roughly two weeks of additional data in a future performance report. Counts from March to June were taken from customer contacts received by ATS through the channels that were available to customers as

recovery from the February cybersecurity incident continued. Table 9 breaks down complaints according to these 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, except in the available count for Q1; the higher Q1 proportion was driven by waitlist complaints (see also Appendix 2).

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2024	Not Available	Not Available
Q2 2024	Not Available	0.8

Due to ongoing recovery from the recent 2024 City of Hamilton City of Hamilton cybersecurity incident, the data necessary to determine the rate of commendation for Q1 is not currently available and will be added to the aggregate table above (Table 10) in a future report. Q2 2024 data indicates a lower commendation rate than that of 2023, which was just over 1 commendation per thousand trips.

Following the February city-wide cybersecurity incident, ATS customers were only able to reach ATS directly via an extension option in the DARTS phone system, so this may mean commendations are underreported. The rate for Q2 in Table 10, above, is tabulated from customer contacts received by ATS through the channels that were available. The industry best practice is 1 commendation per 1,000 trips, and the 2016 CUTA average for large systems is 0.36 commendations per 1,000 trips (CUTA Specialized Transit Services Industry Practices Review, 2016).

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS**Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors**

Provider	Number of Trips Q2 2024	Number of Validated Complaints Q2 2024	Validated Complaints per 1000 Trips Q2 2024
DARTS	62,352	515	8.2
VETS	35,187	52	1.5
Hamilton Rising	49,996	55	1.1
Hamilton Cab	154	1	6.5
TOTAL	147,689	623	4.2

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. Outstanding complaints that have been processed to DARTS for which ATS has not received an investigation outcome at time of report are also counted as valid. Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only. Due to ongoing recovery from the recent City of Hamilton City of Hamilton cybersecurity incident, Q1 totals are still incomplete, but will be reported in the aggregate in a future performance report. Appendix 2 of this report, below, includes details from contacts logged in Q2 2024 from available channels, according to provider.

To date in 2024, 674 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard. Most of these (520) were delivered in Q1; there has been a substantial decrease in the use of demand taxi trips to meet schedule needs in Q2.

Table 12: Service Kilometres and Service Hours for DARTS and Subcontractors

Provider	Number of Trips Q2 2024	Number of Service KM Q2 2024	Number of Service Hours Q2 2024
DARTS	62,352	666,329	31,157
VETS	35,187	387,242	15,819
Hamilton Rising	49,996	550,424	23,003
Hamilton Cab	154	3,590	240
TOTAL	147,689	1,607,585	70,219

Table 12 (above) breaks down service hours and kilometres for DARTS and its subcontractors, as requested by the ACPD.

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 pickup 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.

APPENDIX 1 Definition of terms (continued)

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 Customer Valid Complaints Logged Q2 2024: Detail

PROVIDER	Count
ATS CUSTOMER SERVICE	5
_ MISCELLANEOUS	1
_ POLICIES	1
_ STAFF CONDUCT/SERVICE	2
_ TAXI SCRIP	1
DARTS Dispatch	30
_ ERROR ADDRESS/DATE	9
_ MISCELLANEOUS	1
_ NOSHOW	1
_ ONHOLD/CAN'T CONNECT	3
_ STAFF CONDUCT/SERVICE	16
DARTS On Street	69
_ DAMAGED PROPERTY	3
_ DRIVING HABITS	4
_ ERROR ADDRESS/DATE	11
_ INJURED PASSENGER	3
_ MISCELLANEOUS	2
_ NO DOOR TO DOOR	3
_ NOSHOW	13
_ POLICIES	2
_ PICKUP/DROPOFF OUTSIDE WINDOW	1
_ STAFF CONDUCT/SERVICE	24
_ TRIP MISSED	1
_ VEHICLE CONDITION	2
DARTS Reservations	32
_ ERROR ADDRESS/DATE	9
_ NOSHOW	1
_ ONHOLD/CAN'T CONNECT	15
_ POLICIES	1
_ STAFF CONDUCT/SERVICE	6
DARTS Scheduling	384
_ CAN'T BOOK REQUIRED TIME	3
_ ERROR ADDRESS/DATE	19
_ NOSHOW	2
_ POLICIES	1
_ PICKUP/DROPOFF OUTSIDE WINDOW	256
_ SCHED ON BOARD TIME	59
_ SUBSCRIPTIONS	11
_ TRIP MISSED	17
_ TRIP NOTIFICATION	9
_ WAITING LIST	7

APPENDIX 2 Customer Complaints Logged Q2 2024: Detail (continued)

PROVIDER	Count
H Rising	55
_ DAMAGED PROPERTY	1
_ DRIVING HABITS	8
_ ERROR ADDRESS/DATE	3
_ FARES	2
_ INJURED PASSENGER	2
_ MISCELLANEOUS	1
_ NO DOOR TO DOOR	7
_ NOSHOW	12
_ PICKUP/DROPOFF OUTSIDE WINDOW	1
_ STAFF CONDUCT/SERVICE	16
_ TRIP MISSED	2
Taxi	1
_ TRIP MISSED	1
VETS	52
_ DRIVING HABITS	9
_ ERROR ADDRESS/DATE	2
_ FARES	3
_ NO DOOR TO DOOR	8
_ NOSHOW	10
_ POLICIES	1
_ PICKUP/DROPOFF OUTSIDE WINDOW	2
_ STAFF CONDUCT/SERVICE	14
_ TRIP MISSED	3
Grand Total	628