

Slide 1



ACCESSIBILITY COMMITTEE FOR PERSONS
WITH DISABILITIES MEETING 25002

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW
Q3 2024

February 11, 2025

Michelle Martin

Accessible Transportation Services Performance Review Q3 2024
Public Works/ Transit/ Accessible Transportation Services

Slide 1 image description:

City of Hamilton logo; Accessible Transportation Services Performance Review Q3 2024, Accessibility Committee for Persons with Disabilities, February 11, 2025; Public Works/ Transit/ Accessible Transportation Services.

Figure 1: Demand: Count of DARTS Trips Delivered vs. Requested

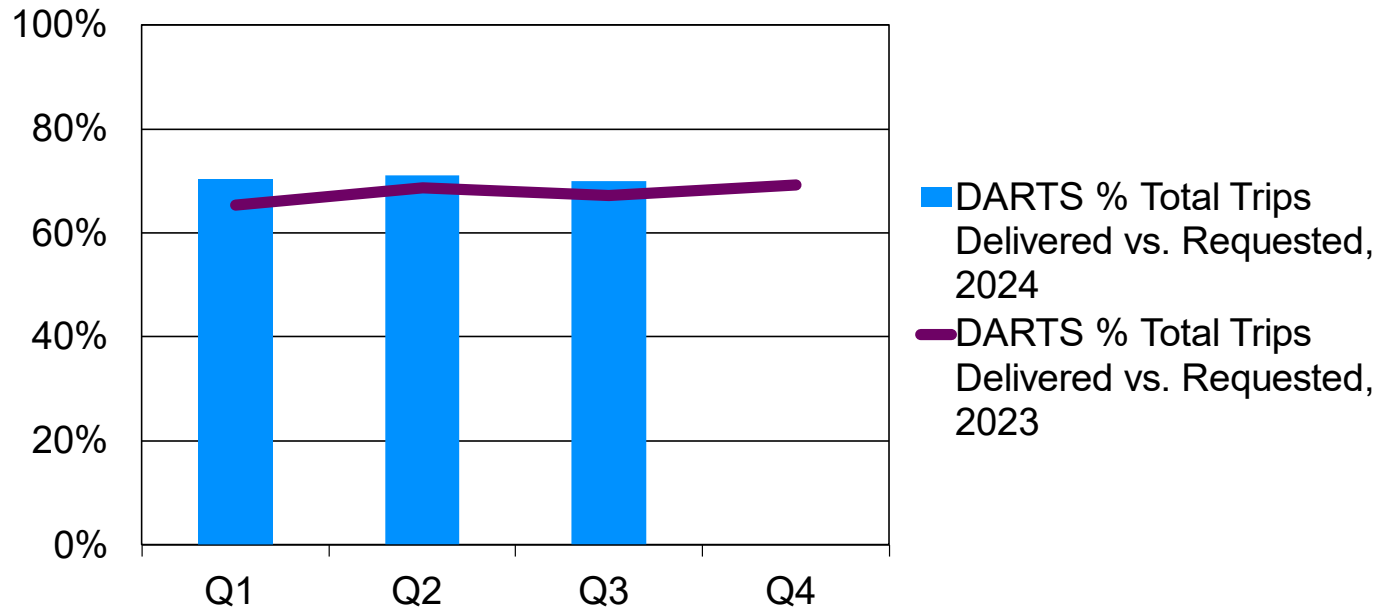


Figure 1: Demand: Count of DARTS Trips Delivered versus Requested

The blue vertical columns show the percentage of trips provided out of the total number of trips requested for Q1 to Q3 2024. The purple 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: Demand: DARTS Trips Delivered vs. Requested – Monthly Average

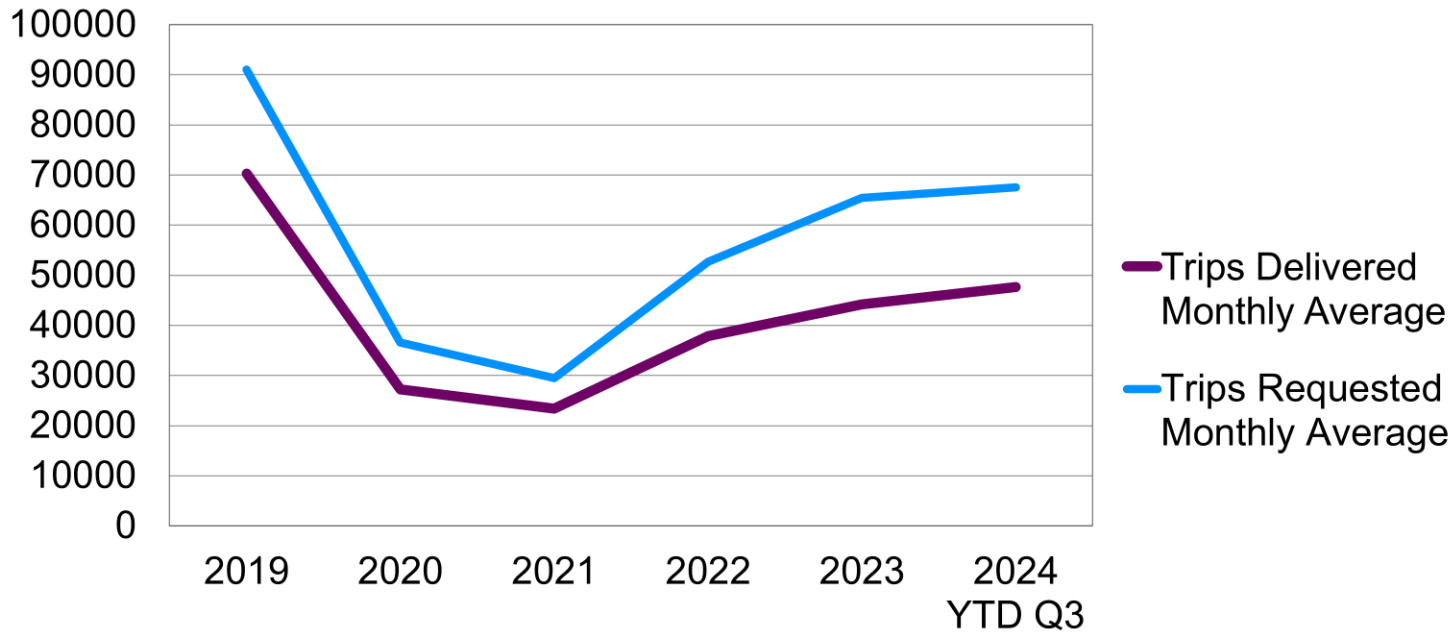


Figure 2: Demand: DARTS Trips Delivered vs. Requested – Monthly Average

The blue line shows the trend of trips requested and the purple line shows the trend of trips delivered. Both counts decreased sharply from 2019 to the COVID-19 pandemic years of 2020 and 2021. Both counts have been on an upward trend since 2022 but have not yet reached 2019 levels (see also Table 1 in the report).

Figure 3: Demand: ATS Applications Received vs. Applicants Approved for Service – Monthly Average

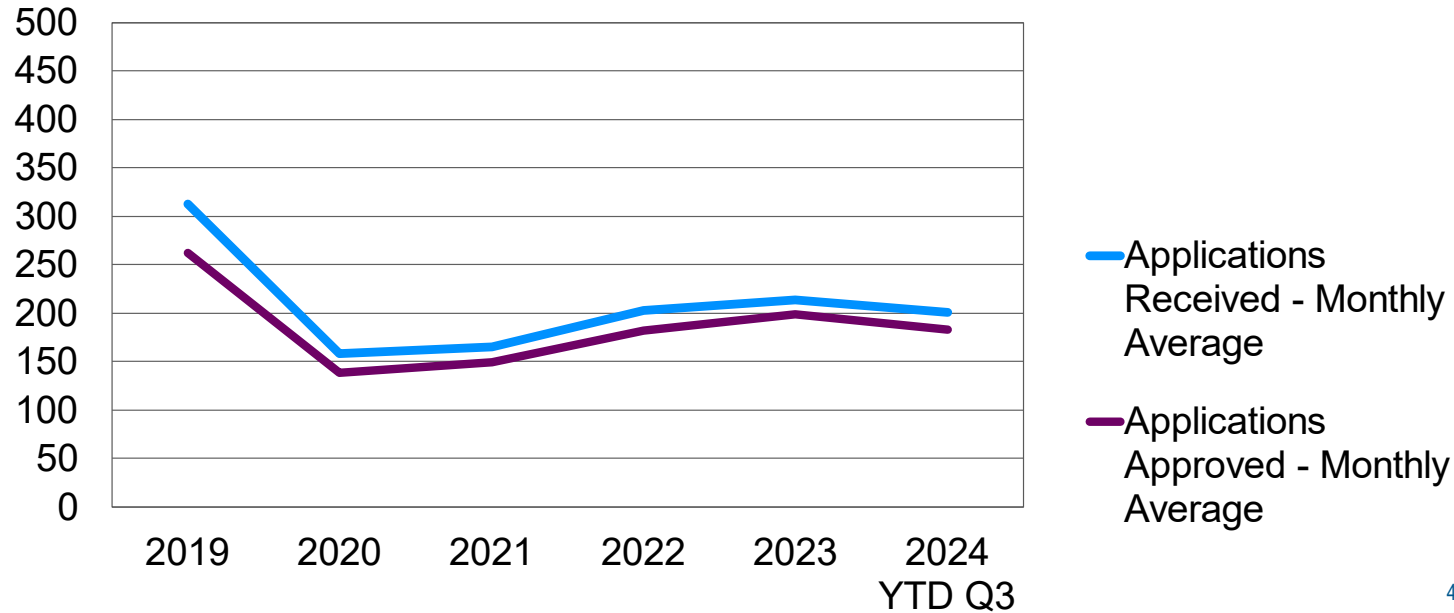


Figure 3: Demand: ATS Applications Received vs. Applicants Approved for Service – Monthly Average

The blue line shows the trend of applications received and the purple line shows the trend of applications approved. Both counts decreased sharply from 2019 to the COVID-19 pandemic years of 2020 and 2021. Both counts have been on an upward trend since 2022, decreasing slightly year over year in Q3. They have not yet reached 2019 levels (see also Table 3 in the report).

Figure 4: Contractor (DARTS) Call Centre Queue Calls Answered within 5 Minutes

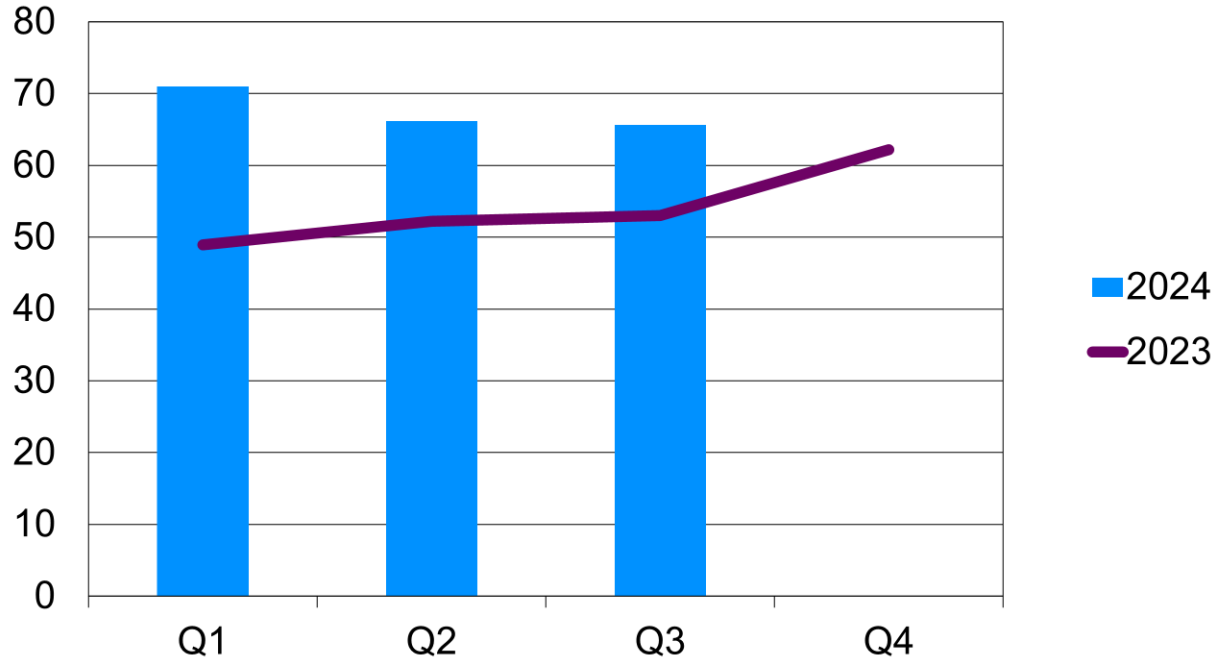


Figure 4: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

In Figure 4 (above), the vertical blue columns show the service level of calls answered from Q1 to Q3 in 2024, compared to the trend across each quarter in 2023, which is shown by the purple 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 6 in the report).

Figure 5: DARTS Late Trips

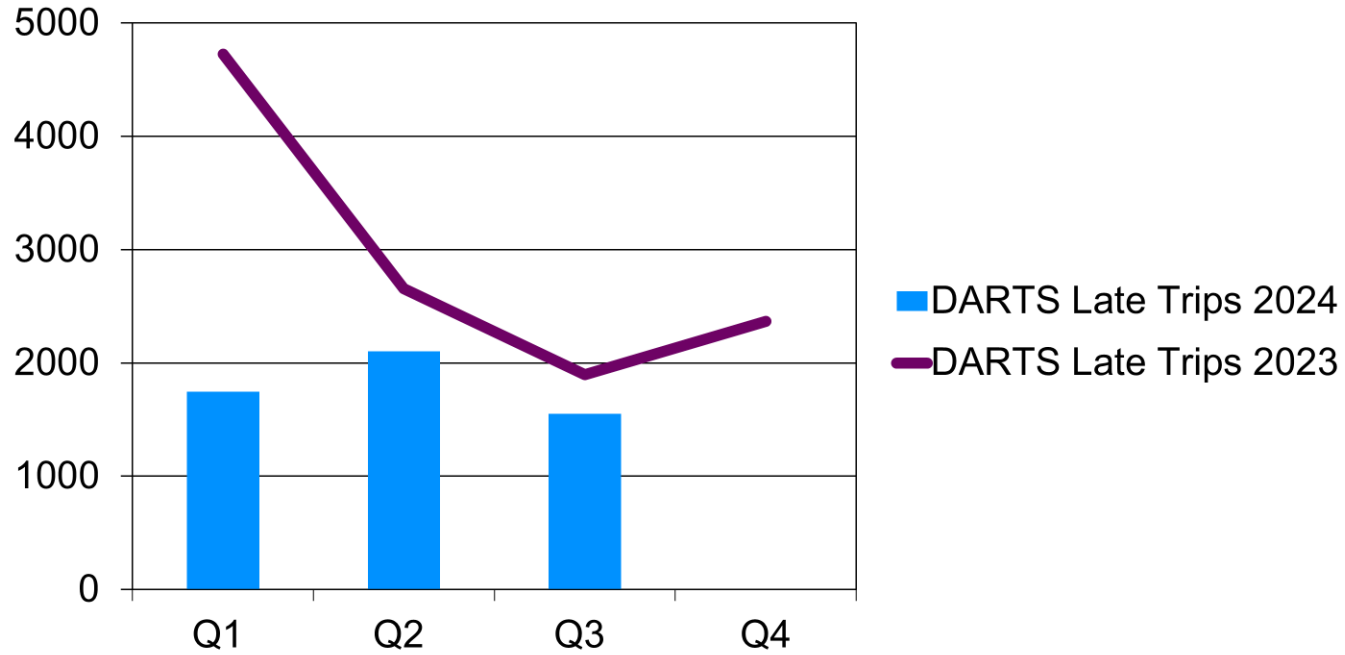
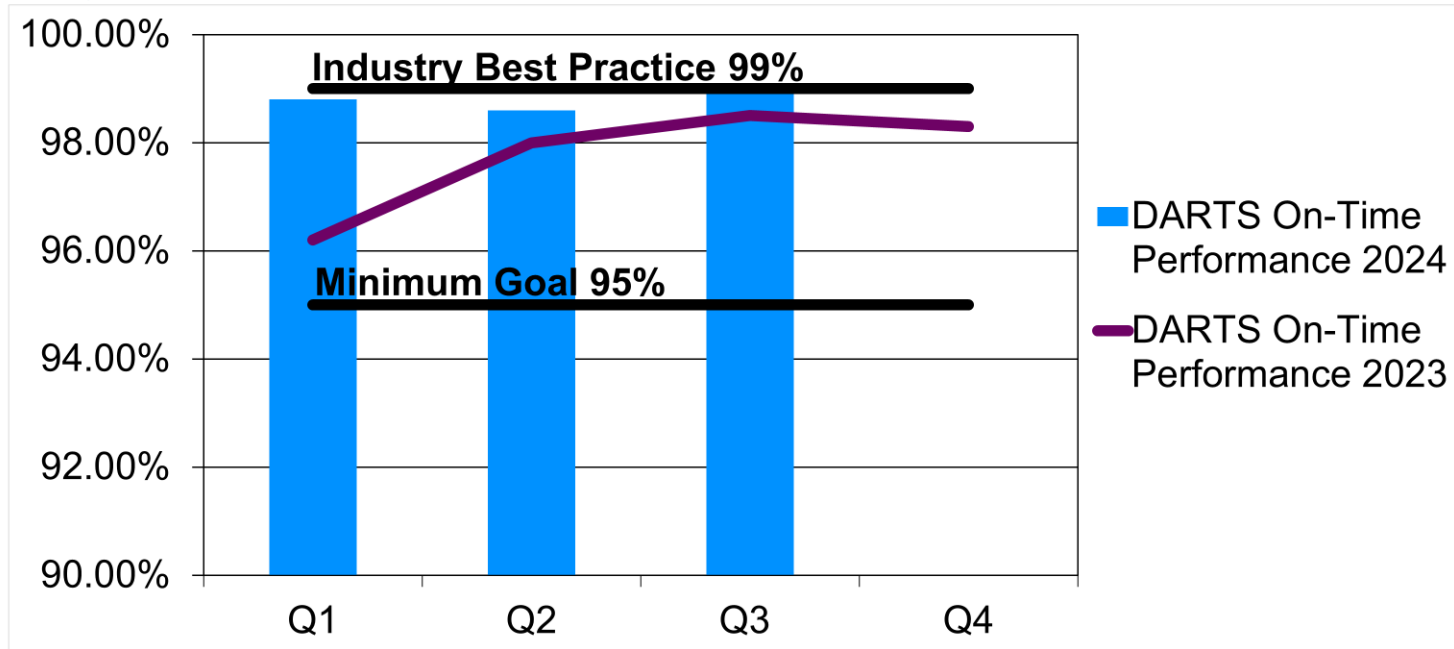


Figure 5: DARTS Late Trips

Alternate text for Figure 5: In Figure 5 (above), the vertical blue columns show the number of late trips to date from Q1 to Q3 in 2024, compared to the trend across each quarter in 2023, which is shown by the purple line above it. The number of late trips in Q3 continues to be lower year over year (see also Table 8 in the report).

Figure 6: DARTS On-Time Performance



7

Figure 6: DARTS On-Time Performance

Figure 6 (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 in Q3 2024, is now back to 99%, and higher than any time in 2023, at 4% above the OHRC goal of 95% (see also Table 8 in the report).

Slide 8



THANK YOU

Thank-you.