

City of Hamilton
Accessible Transportation Services Performance Review
Q3 2024

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
February 11, 2025

This information report provides a summary of key statistical data and performance indicators for Q3 of 2024 (July to September) 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.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passengers Q1 to Q3 2024

DEMAND	Q1 2024	Q2 2024	Q3 2024	2024 YTD Q3	2023 YTD Q3
DARTS: Total Trips Requested	199,533	207,252	201,226	608,011	581,781
DARTS: Total Trips Delivered	140,504	147,689	141,279	429,472	390,453
TAXI SCRIP: Total Trips Delivered	7,913	7,839	Not available	Not available	24,804
ATS: Total Trips Requested, All Modes	207,446	215,091	Not available	Not available	606,585
ATS: Total Trips Delivered, All Modes	148,417	155,528	Not available	Not available	415,257
ATS % Of Total Trips Delivered vs. Requested, All Modes	71.5%	72.3%	Not available	Not available	68%

In Q3 2024, ATS delivered a total of 141,279 trips through DARTS. The total number of requested trips on DARTS includes client cancellations and no shows. Year-to-date Q3 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. Year over year, DARTS year-to-date Q3 trip counts were trending about 10% higher than the same period in 2023.

ATS now has Taxi Scrip trip counts for Q1 and Q2: the relevant updates have been made to these counts and to total service demand in Table 1 (above) and Table 2 (below). Q3 Taxi Scrip counts and Q3 demand by mode will be added to subsequent cumulative reporting once available.

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

DEMAND BY MODE	Q1 2024 %	Q2 2024%	Q3 2024%	YTD%
DARTS	96.2%	96.4%	Not Available	Not Available
TAXI SCRIP	3.8%	3.6%	Not Available	Not Available
ATS: All Modes	100.0%	100%	Not Available	Not Available

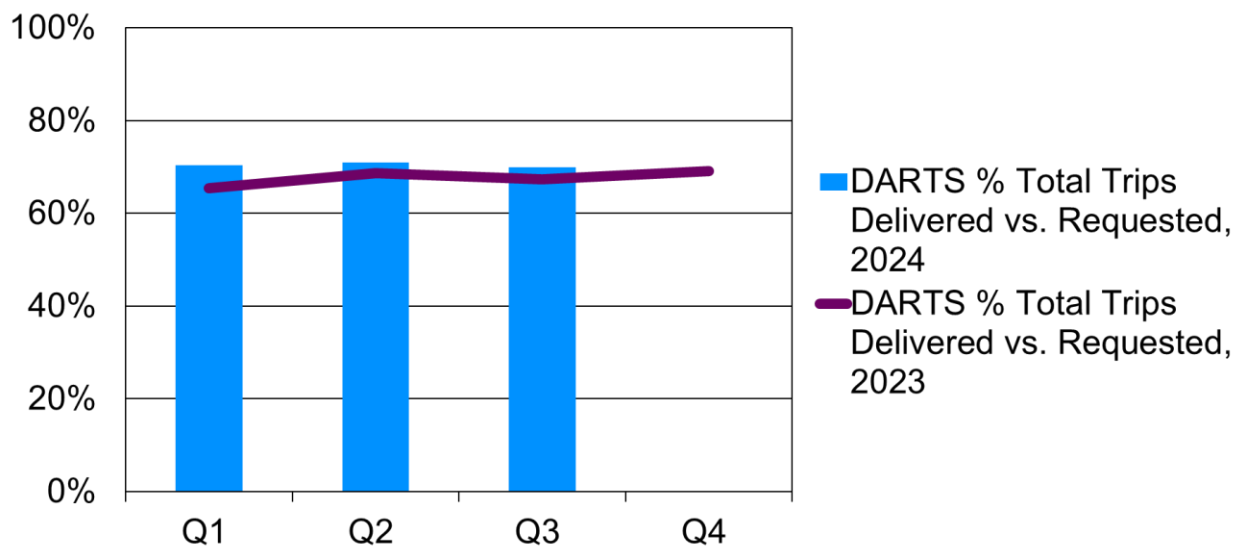


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, DARTS

Alternate text for Figure 1: The blue vertical columns show the percentage of trips provided out of the total number of trips requested for Q1, Q2 and Q3 2024. The purple line graph above the column shows the trend across all of 2023. At 70%, the percentage of trips delivered versus requested continues to be slightly higher in 2024 year-to-date 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, above).

ATS APPLICATIONS

Table 3: Number of ATS Applications Received and Approved, Year-To-Date Q3 2024

APPLICATIONS	Q1 2024	Q2 2024	Q3 2024	YTD Q3 2024	YTD Q3 2023
Applications Received - total	599	647	559	1,805	1,913
Unable to process	20	52	71	143	66
Denied	0	0	1	1	2
Approved – unconditional	468	473	367	1,308	1,481
Approved – conditional	0	2	0	2	5
Approved – temporary	75	81	84	240	213
Approved – visitor	36	39	36	111	146
Approved – all categories	579	595	487	1,661	1,845
Percentage Approved	96.7%	92.0%	87.1%	92.0%	96.4%

In Q3 2024, ATS received a total of 559 applications for ATS-DARTS service of which 487 or 87.1% were approved (refer to Table 3, above). Year-to-date Q3, ATS has received a total of 1,805 applications of which 1,661 or 90% were approved for service. Year-to-date Q3 of 2024, a total of ten clients were recorded as deceased; however, the table above counts the original determination of eligibility that was made. A similar adjustment to counts was made for the customers who applied in 2023 who are currently recorded as deceased.

Applications recorded as “unable to process” were not processed due to critical information left off the application. Many of these applications currently tracked as “unable to process” will end up being approved for service as the needed information is submitted. The ATS Supervisor recently conducted a review of applications submitted in 2024 and found that the majority (90%) of incomplete applications were missing consent signatures. In the application form update planned for 2025, ATS will be adjusting the application to more clearly flag the sections that must be signed.

Figures 2 and 3 below serve to compare trends in DARTS trip demand with ATS application numbers. They show that generally, trips requested and delivered decrease as the number of applications processed for service decreases; however, there was a slight year over year decrease in applications in Q3 2024, while trips for the same quarter are up.

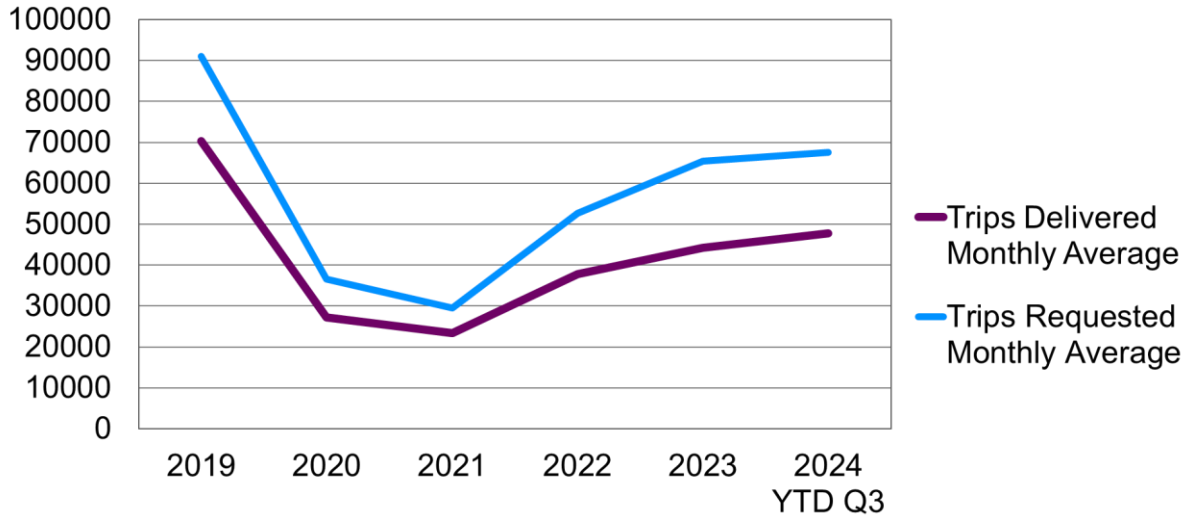


Figure 2: Demand: DARTS Trips Delivered vs. Requested – Monthly Average, 2019 to Q3 2024

Alternate text for Figure 2: The blue line shows the trend of trips requested; the purple line shows the trend of trips delivered. Both counts decreased sharply from 2019 during the pandemic years of 2020 and 2021 and have been on an upward trend since 2022 but have not yet reached 2019 levels (see also Figure 1 and Table 1, above).

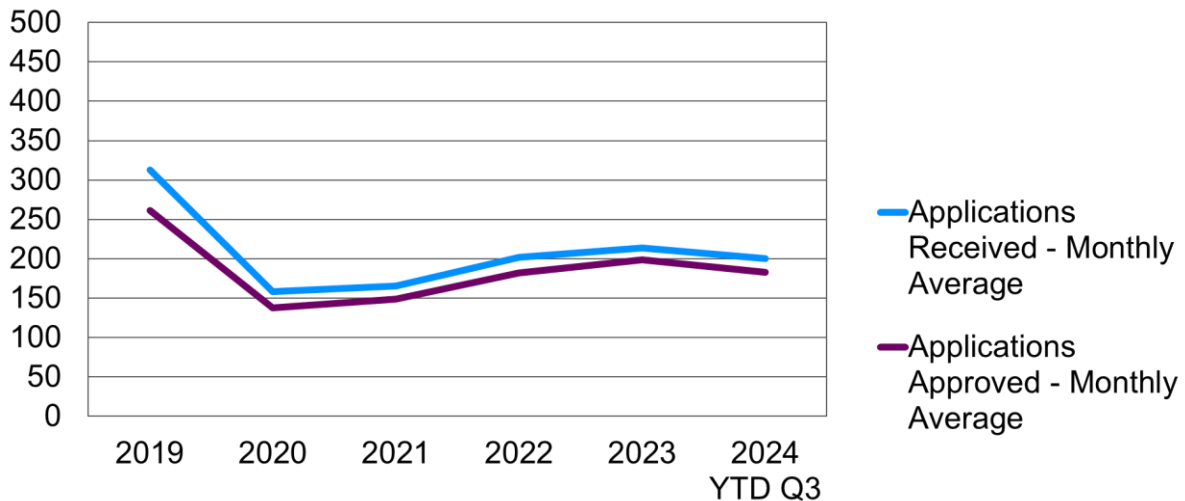


Figure 3: Demand: ATS Applications Received vs. Applicants Approved for Service – Monthly Average

Alternate text for Figure 3: 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). In Figure 3, the count of applications approved does not include deceased clients.

RATE OF DENIED SYSTEM TRIPS

Table 4: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	Q1 2024	Q2 2024	Q3 2024	YTD%
ATS Total Number of Trips Requested	207,446	215,091	Not Available	Not Available
ATS Total Number of Trips Denied	3,423	3,871	Not Available	Not Available
% of Trips Denied: All Modes	1.7%	1.8%	Not Available	Not Available

Overall system trip denial rates (Table 4, above) for Q1 and Q2 were 1.7% and 1.8%, respectively. Please note: the assumption being made is that any trip requested through the Taxi Scrip program is delivered. Denial rates for Q3 2024 will be reported once ATS receives Q3 Taxi Scrip counts.

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 5: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2024	Q2 2024	Q3 2024	Q3 2024 YTD	Q3 2023 YTD
Total Trips Requested	199,533	207,252	201,226	608,011	581,781
Total Trips Provided	140,504	147,689	141,279	429,472	390,453
Total Trips Denied	3,423	3,871	4,297	11,591	18,146
% of Total Trips Denied	1.7%	1.9%	2.1%	1.9%	3.1%

The DARTS denial rate (Table 5, above) sits at 1.9% 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 both the year-to-date Q3 2023 rate of 3.1% and the overall 2023 rate of 2.6% but is 0.2% higher than the previous quarter.

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 6: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2024	Q2 2024	Q3 2024	YTD Q3 2024	YTD Q3 2023
Inbound Calls	101,651	107,386	106,567	315,604	332,737
Calls Handled by Agents	84,671	86,857	86,646	258,174	239,954
Calls Abandoned by Clients	16,980	20,529	19,921	57,430	92,783
Transfer Rate	83.3%	80.9%	81.31%	81.8%	72.1%
Abandoned Rate	16.70%	19.12%	18.69%	18.2%	27.9%
Abandoned > 30 s	13,387	16,636	16,117	46,140	78,915
Abandoned > 30 s Rate	13.17%	15.49%	15.12%	14.62%	23.7%
Service Level	70.99%	66.18%	65.64%	67.60%	51.38%
Minimum Wait Time	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Maximum Wait Time	02:12:46	01:37:30	02:10:55	02:00:24	05:03:04
Average Wait Time	00:03:59	00:04:37	00:04:36	00:04:24	00:06:51
Average Abandoned Wait Time	00:02:45	00:02:54	00:02:56	00:02:52	00:03:51

DARTS call centre data (Table 6, 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 5. 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 3% from Q1 to Q3. Overall, call centre performance is improved year over year. Call Centre terms are defined in Appendix 1 to this report.

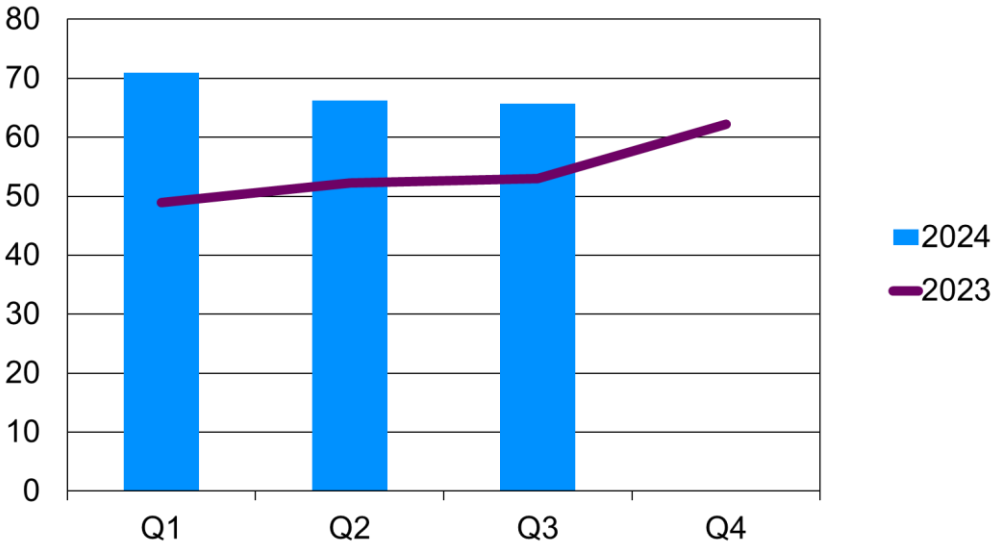


Figure 4: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

Alternate text for Figure 4: 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, above).

Table 7: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2024	Q2 2024	Q3 2024	YTD Q3 2024	YTD Q3 2023
Total Trips Cancelled on Time	22,937	23,646	25,429	72,012	82,651
% of Total Trips Cancelled on Time	11.5%	11.4%	12.6%	11.8%	14.2%
Total Trips Cancelled Late	25,519	24,739	23,501	73,759	70,878
% of Total Trips Cancelled Late	12.8%	11.9%	11.7%	12.1%	12.2%
Total No Show/Cancelled at Door	7,023	7,223	6,653	20,899	19,344
% of Total No Show/Cancelled at Door	3.5%	3.5%	3.3%	3.4%	3.3%
Total Trips Refused	127	84	67	278	309
% of Total Trips Refused	0.06%	0.04%	0.03%	0.05%	0.1%

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.

With reference to Table 7 (above), on-time cancellations in Q3 2024 have increased from Q2 to 12.6% 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).

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 7 shows the Q3 late cancellation rate has decreased about one percent from Q1, down to 11.7%. 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 7 shows the no-show rate continues to sit at 3.4% of requested DARTS trips year to date Q3 2024. This is down slightly from 3.4% for 2023 and 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. User acceptance testing of the application with ATS staff has now been completed, and now that ATS access to DARTS Trapeze has been restored, the team will work to become fluent with the software and establish a workflow for notifications to customers. 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 Q3 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 Q3 2024 there was an increase in on-time performance from Q1 up to 99%: this is more than the target established in the OHRC settlement agreement (95%) and at the upper end of the industry benchmark. As shown in Table 8 (below), on time performance is well within the 2004 OHRC guideline of no more than 15 minutes past the end of the pickup window or 30 minutes past the negotiated pickup time.

Table 8: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2024	Q2 2024	Q3 2024	YTD Q3 2024	YTD Q3 2023
Total Trips Provided	140,504	147,689	141,279	429,472	390,453
Total Number of Late Trips	1,748	2,102	1,550	5,350	9,277
% of Trips Completed on Time	98.8%	98.6%	99.0%	98.8%	97.6%

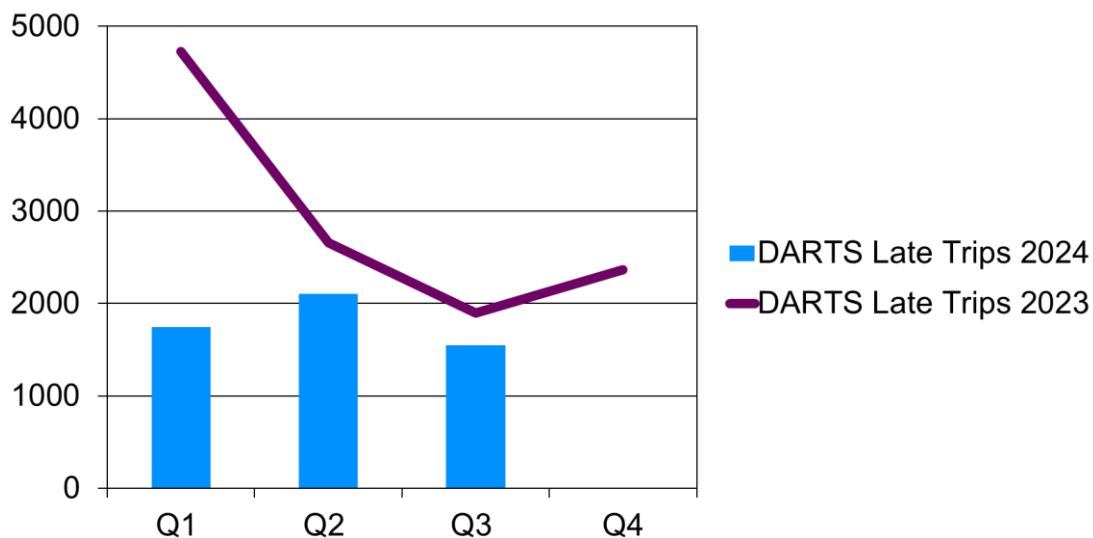


Figure 5: DARTS Late Trips

Alternate text for Figure 5: 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, above).

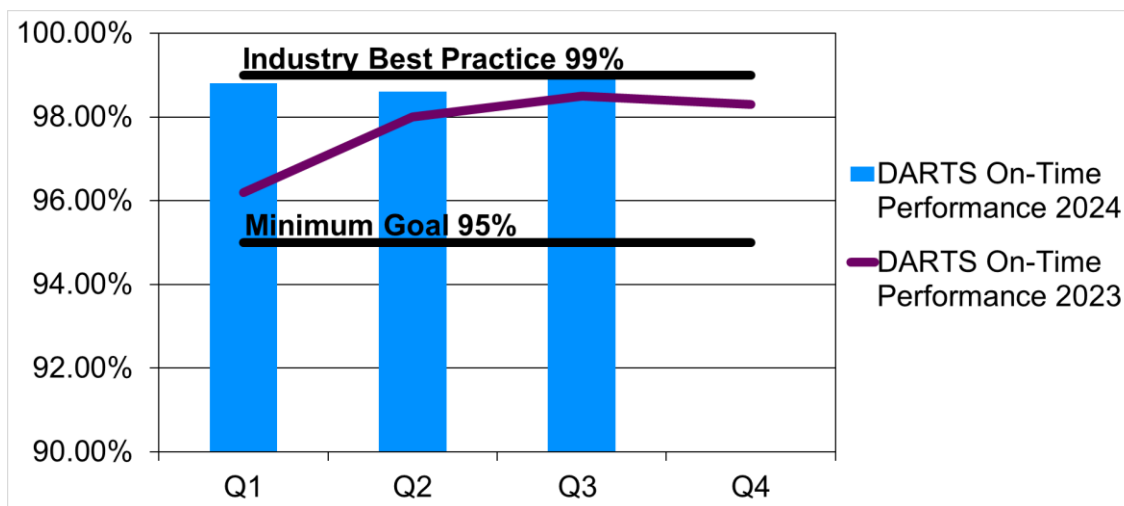


Figure 6: DARTS On Time Performance

Alternate text for Figure 6: 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, above).

COMPLAINTS

Table 9: 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	4.04	4.2
2024 Q3	Not Available	2.9
YTD	Not Available	Not Available

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Q1 complaints totals are still unavailable, as not all February entries can be accessed at this time.

In Q3 of 2024, ATS counted 2.9 total complaints per thousand DARTS trips. It should be noted that this number is still higher than the industry standard but only slightly higher than the 2016 industry average; however, this figure is significantly lower than the 4.5 complaints per thousand reported in the last quarter of 2023. Q1 complaints per thousand for DARTS and for all modes will be reported once complete Q1 compliant data is available. Q3 complaints per thousand for all modes will be reported once Q3 Taxi Scrip trip counts are available.

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 10: Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	Q1 2024**	Q2 2024	Q3 2024	YTD Q3 2024	YTD Q3 2023
Service Performance	302	489	289	1,081	2,703
Staff Performance	72	113	105	290	391
Service Sufficiency	77	26	19	122	389
TOTAL	451	628	413	1493	3,333

**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 10 (above) will include roughly two weeks of additional data in a future performance report. Table 10 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 year to date.

The above category trends resembled trends in 2023 Q3, though the over all complaint count is more than halved, year over year.

COMMENDATIONS

Table 11: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2024	0.5	0.5
Q2 2024	0.7	0.8
Q3 2024	Not Available	0.5

In 2024 year-to-date data indicates a lower commendation rate for all modes than that of 2023, which was just over 1 commendation per thousand trips.

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 12: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors 2024 Q2 Corrections

Provider	Number of Trips Q2 2024	Validated Complaint Count Q2 2024	Validated Complaints/ 1000 Trips Q2 2024
DARTS	62,352	455	7.3
VETS	35,187	48	1.4
Hamilton Rising	49,996	42	0.8
Hamilton Cab	154	1	6.5
TOTAL	147,689	546	3.7

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. Q1 totals are still incomplete but will be reported in the aggregate in a future performance report.

Please note, Table 12, above, corrects numbers provided in the previous performance report, in which not all invalid complaints were removed from the totals. Where the overall validated complaints per thousand was reported as 4.2 for Q2, this number is 3.7 complaints per thousand. Table 13, below, reports validated complaints for Q3. Appendix 2 of this report, below, includes details from contacts logged in Q3 2024, according to provider.

Table 13: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors 2024 Q3

Provider	Number of Trips Q3 2024	Validated Complaint Count Q3 2024	Validated Complaints/ 1000 Trips Q3 2024
DARTS	62,765	268	4.3
VETS	35,774	31	0.9
Hamilton Rising	42,591	29	0.7
Hamilton Cab	149	0	0.0
TOTAL	141,279	328	2.3

To date in 2024, 823 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 and Q3.

Table 14: Service Kilometres and Service Hours for DARTS and Subcontractors

Provider	Number of Trips Q3 2024	Number of Service KM Q3 2024	Number of Service Hours Q3 2024
DARTS	62,765	652,042	30,793
VETS	35,774	399,282	16,012
Hamilton Rising	42,591	470,600	19,364
Hamilton Cab	149	3,433	244
TOTAL Q3 2024	141,279	1,525,357	66,413

Table 14 (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

APPENDIX 1 Definition of terms (continued)

- 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.

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.

APPENDIX 1 Definition of terms (continued)

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 [calls transferred within 5 minutes] / ([calls transferred] + [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 Q3 2024: Detail

Service Provider	Count
ATS CUSTOMER SERVICE	3
Miscellaneous	1
Staff conduct/ service	1
Taxi Scrip	1
DARTS Dispatch	13
Error address/ date	1
Injured passenger	1
On hold/ can't connect	4
Scheduled on board time	1
Staff conduct/ service	3
Time change	2
Trip missed	1
DARTS On Street	52
Accidents	1
Damaged property	1
Driving habits	7
Error address/ date	6
Fares	1
Injured passenger	3
Miscellaneous	1
No door to door	4
No show	1
Pickup/ drop off outside window	6
Scheduled on board time	2
Staff conduct/ service	17
Trip missed	1
Vehicle condition	1
DARTS Reservations	36
Can't book required time	1
Error address/ date	13
No show	1
On hold/ can't connect	9
Staff conduct/ service	4
Waiting list	8

APPENDIX 2 Customer Valid Complaints Logged Q3 2024: Detail (continued)

Service Provider	Count
DARTS Scheduling	167
Error address/ date	9
Fares	1
Miscellaneous	1
Pickup/ drop off outside window	108
Scheduled on board time	21
Subscriptions	3
Trip missed	5
Trip notification	1
Waiting list	18
Hamilton Rising	29
Driving habits	7
Error address/ date	1
Injured passenger	2
No door to door	4
No show	4
Staff conduct/ service	7
Trip missed	4
VETS	31
Accidents	1
Driving habits	8
Fares	1
Injured passenger	1
Miscellaneous	1
No show	1
Pickup/ drop off outside window	4
Scheduled on board time	2
Staff conduct/ service	10
Trip missed	2
Grand Total	331