


Slide 1



Hamilton

ACCESSIBILITY COMMITTEE FOR PERSONS
WITH DISABILITIES MEETING 25-005

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW
2024

May 13, 2025

Michelle Martin

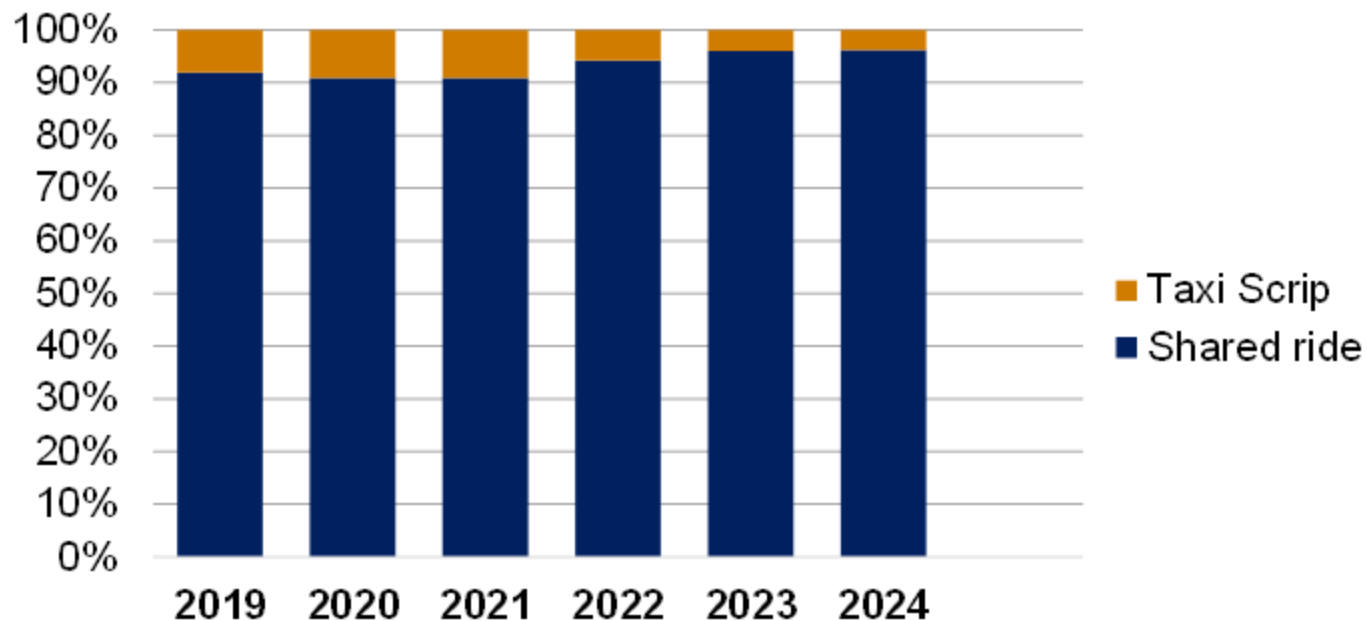
Accessible Transportation Services Performance Review 2024
Public Works/Transit/Accessible Transportation Services

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Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

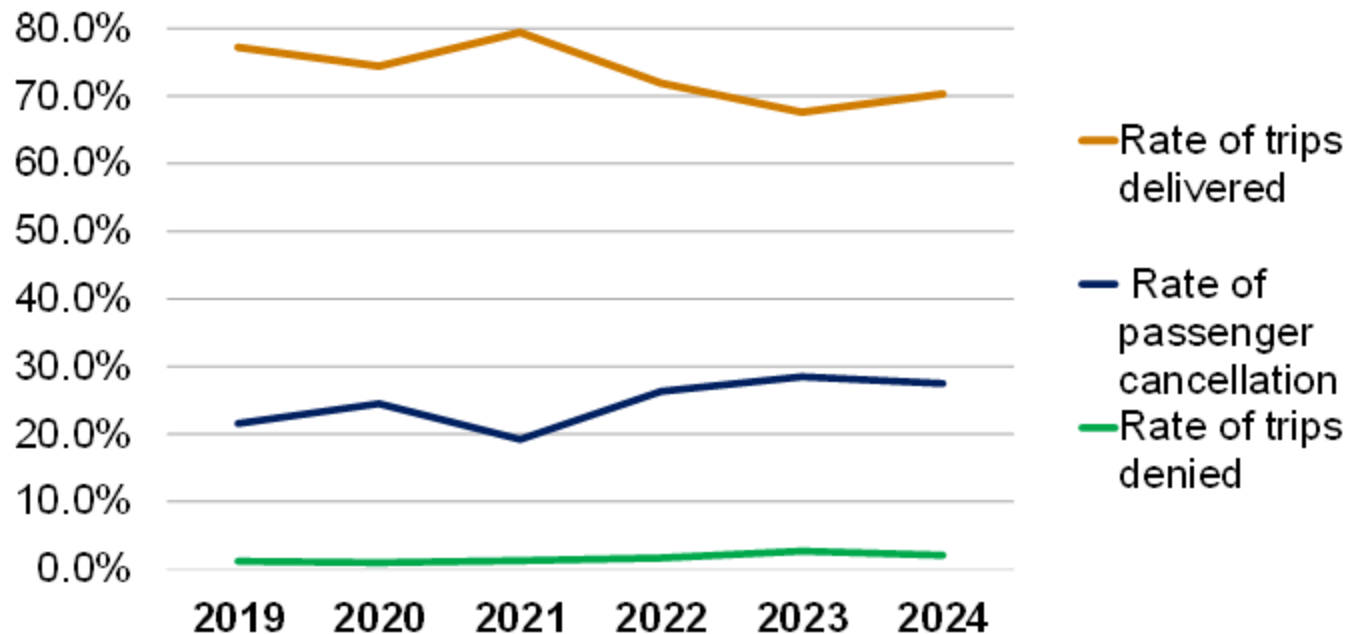


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Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

Alternative text description for Figure 1 (above): Figure 1 graphs the proportion of system demand by mode, for the shared ride service (DARTS) and for Taxi Scrip. The bars for each year from 2019 to 2024 show that most trips are requested on the shared ride service (dark blue bottom portion of each bar), and relatively fewer are requested Taxi Scrip (the gold top portion of each bar). The proportion requested by Taxi Scrip has decreased by more than half since 2019 (See also Table 1 and Table 2 in the report).

Figure 2: Shared Ride (DARTS) Trips Denied, Cancelled, and Delivered



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Figure 2: Shared Ride (DARTS) Trips Denied, Cancelled, and Delivered

Alternative text description for Figure 2 (above): The gold line at the top of the graph in Figure 2 shows that the rate of requested trips that are delivered has dropped from 79% in 2019 to 71% in 2024. Though the rate of denied trips is still well below 5% (the green line at the bottom of the graph), it has almost doubled from 1.2% in 2019 to 2.1% in 2024. The rate of all passenger cancellations has also increased, from about 22% in 2019 to 28% in 2024, as shown by the dark blue line in the middle of the graph (see also Tables 3, 4 and 5 in the report).

Figure 3: Demand: Shared Ride Trips Taken vs Applications Received

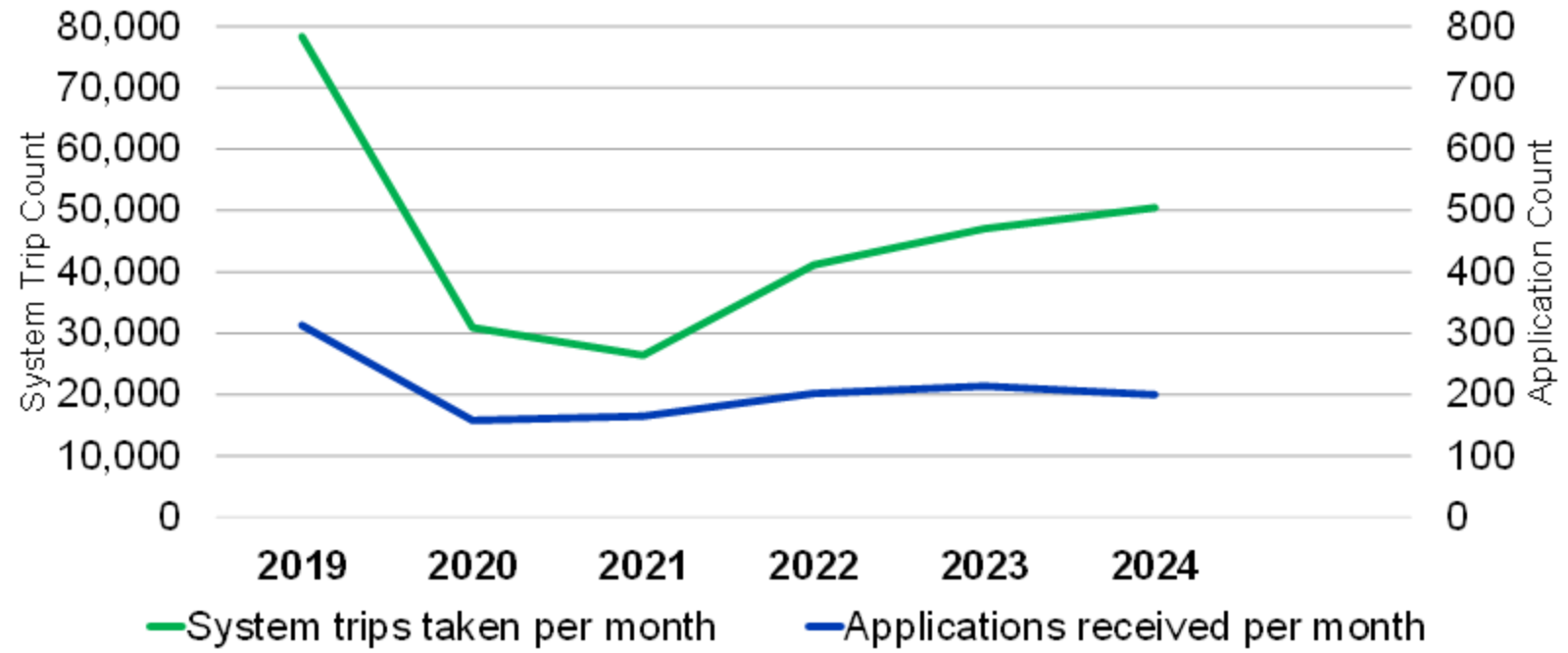
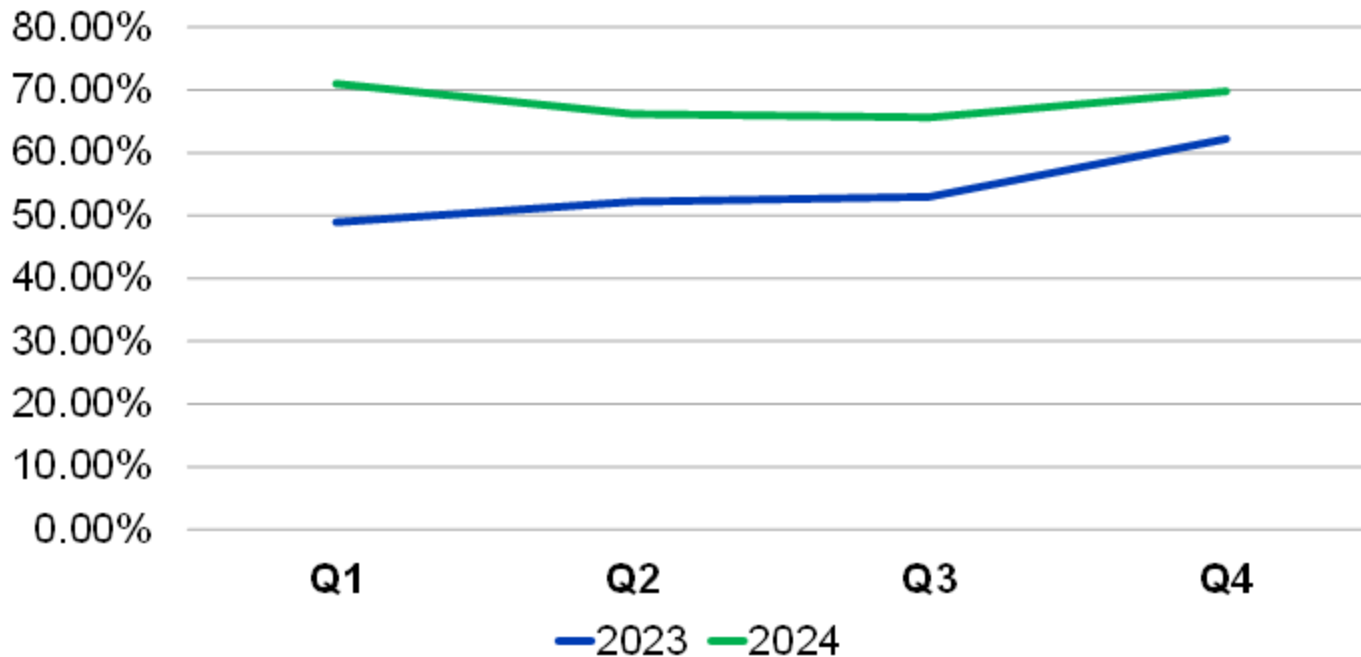


Figure 3: Demand: Shared Ride Trips Taken vs Applications Received

Alternative text description for Figure 3 (above): Figure 3 shows how the monthly average of trips taken from 2019 to 2024 resembles the trend of applications received monthly. The blue line shows application trends, and the green line above it follows a similar trend for trips taken (see also Table 6 in the report).

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

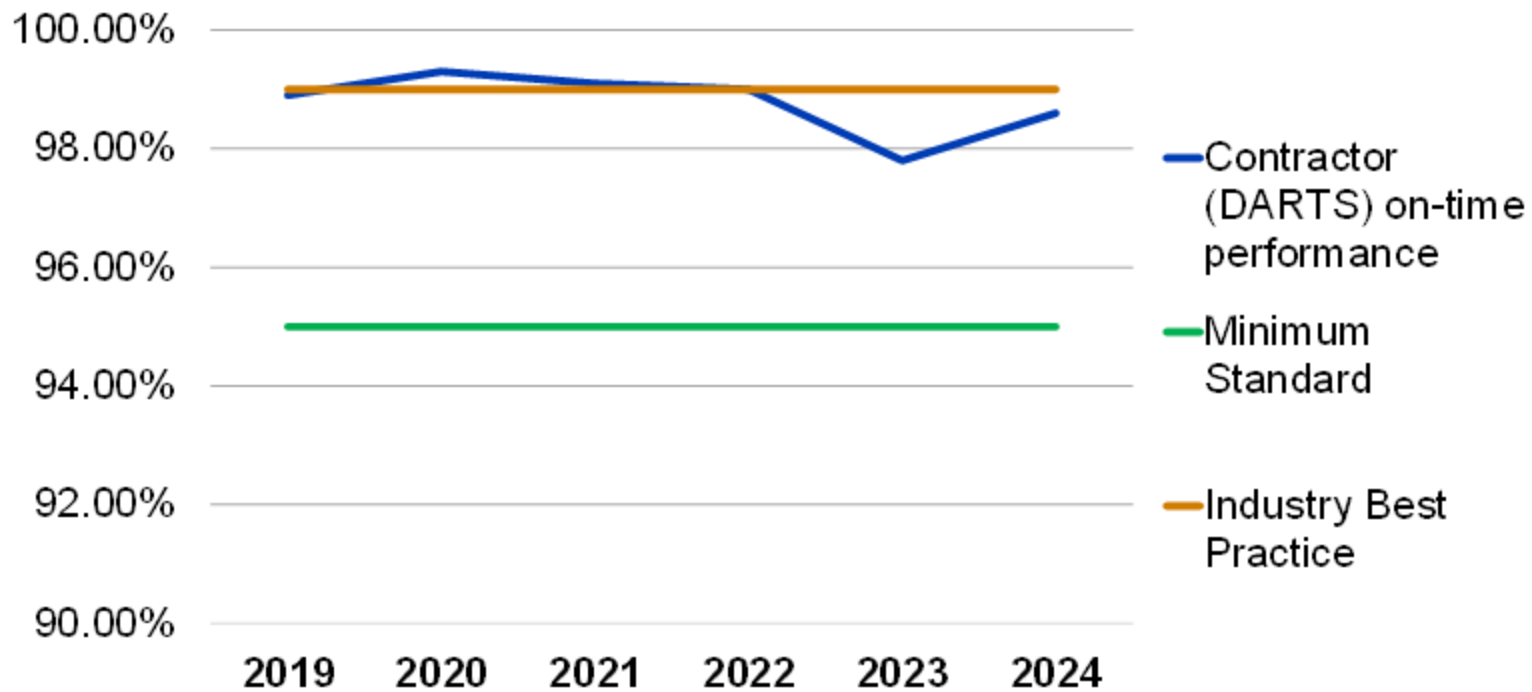


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Figure 4: Contractor (DARTS) Calls Answered within Five Minutes

Alternative text description for Figure 4 (above): Figure 4 shows call centre service level trends across 2023 (shown by the lower blue line) and the improvement in trends across 2024 (shown by higher green line). While there was a slight drop in the middle of 2024, end-of-year service levels were back up to almost 70% (see also Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

Figure 5: Contractor (DARTS) On-time Performance



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Figure 5: Contractor (DARTS) On-time Performance

Alternative text description for Figure 5 (above): Figure 5 compares contractor on-time performance trends from 2019-2024 (the blue line) to the minimum standard of 95% (shown by the green line) and the industry best practice of 99% (shown by the gold line). The graph shows that, while on time performance dipped below 98% in 2023, it has recovered to be closer to the industry best practice, However, it has not yet recovered to earlier years, when it met or exceeded 99%.

Figure 6: Complaints and Commendations per Thousand DARTS Trips

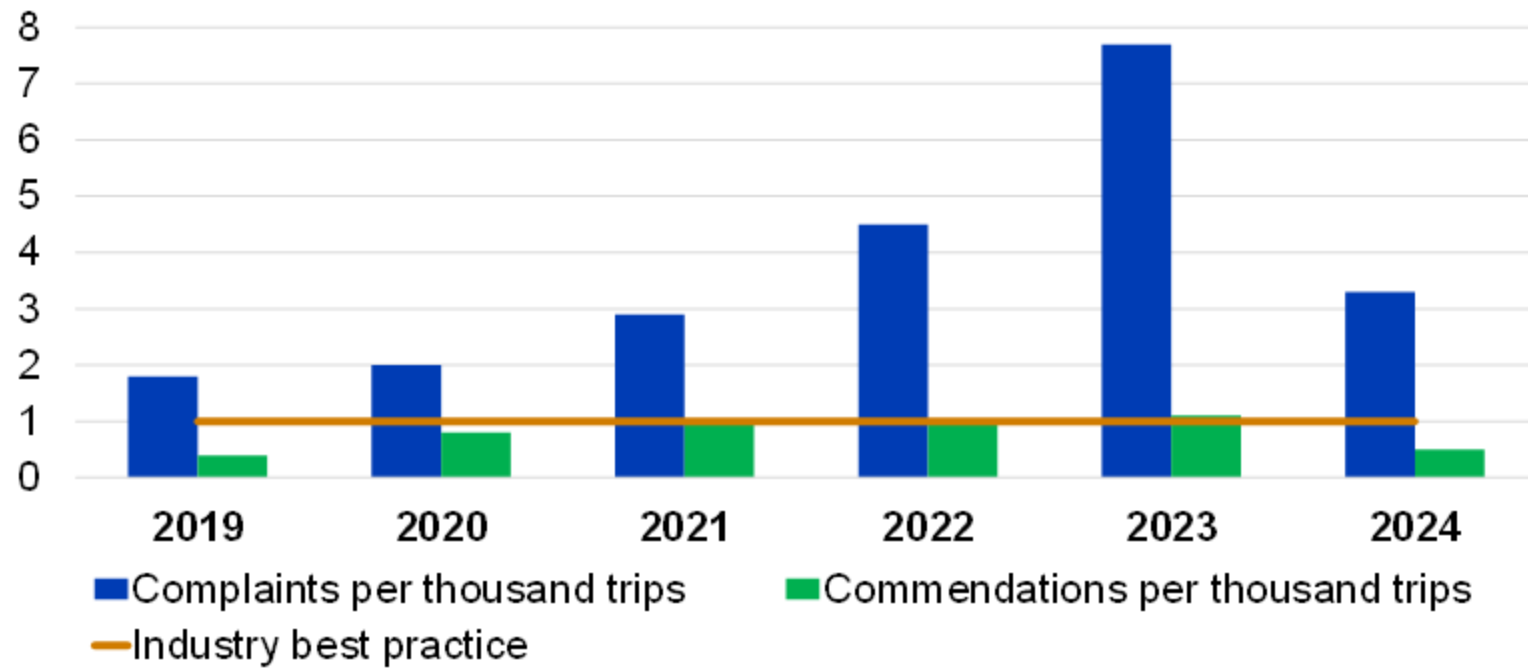


Figure 6: Complaints and Commendations per Thousand DARTS Trips

Alternative text description for Figure 6 (above): Figure 6 shows both complaints and commendations per 1,000 DARTS trips. The blue vertical bars show that complaints increased from 2019 to 2023, began to improve in 2024, but have not yet reached the industry best practice (the gold line on the graph). Commendations (the vertical green bars) increased up to 2023, reaching the industry best practice (the gold line). However, the commendation rate in 2024 was 0.5, slightly less than half the 2023 rate and below the industry best practice, but above the industry average (see also Tables 9 and 11 in the report).



THANK YOU

Thank you.