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ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES TRANSPORTATION WORKING GROUP

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW
Q4 2024

April 22, 2025

Michelle Martin

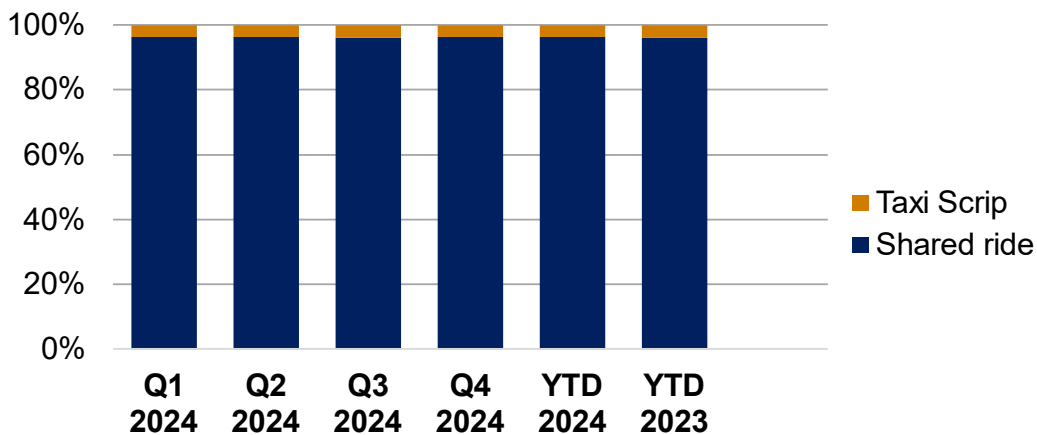
Accessible Transportation Services Performance Review Q4 2024
Public Works/ Transit/ Accessible Transportation Services

Introductory Slide: Accessible Transportation Services Performance Review Q4 2024

April 22, 2025

Accessibility Committee for Persons with Disabilities Transportation Working Group

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

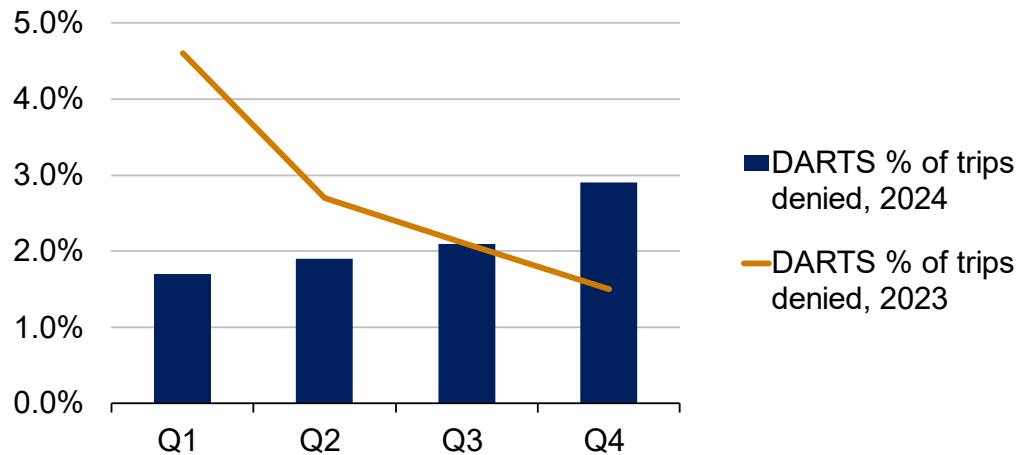


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Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

Figure 1 graphs the proportion of system demand by mode, for the shared ride service (DARTS) and for Taxi Scrip. The bars for each quarter in 2024, for year-to-date 2024 totals, and for 2023 totals, show that most trips requested are for the shared ride service (dark blue bottom portion of each bar). Relatively fewer are requested by Taxi Scrip (the gold top portion of each bar). The proportion requested by Taxi Scrip has remained consistent from 2023 and across 2024, at roughly 4% or just below (See also Table 1 and Table 2 in the report).

Figure 2: Shared Ride (DARTS) Trips Denied

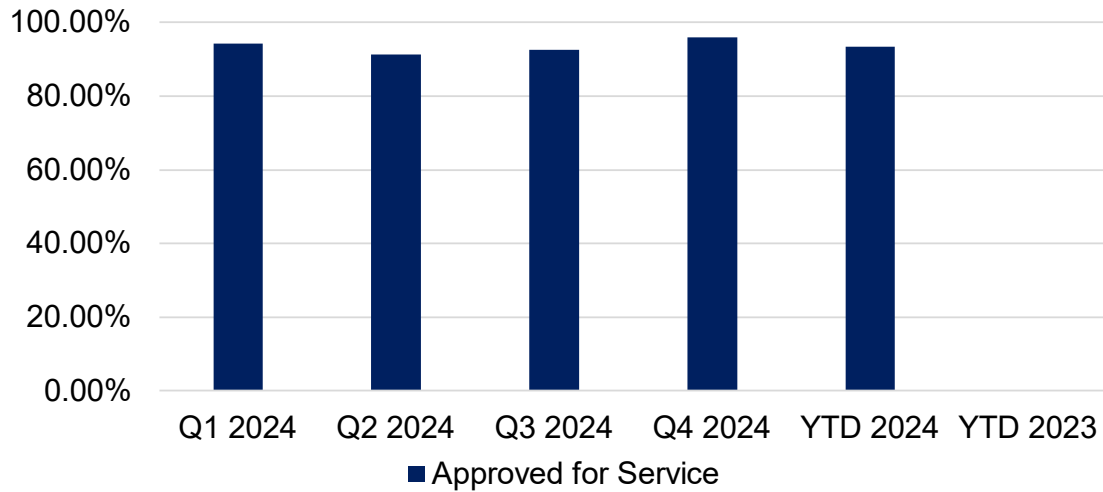


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Figure 2: Shared Ride (DARTS) Trips Denied

The gold line at the top of the graph in Figure 2 shows the denial rate decreasing across all quarters in 2023 (shown by the gold line) to less than 2%. The rate of denied trips in 2024 started below 2%, then increased by the end of Q4 to just under 3%, getting closer to where it was in Q2 of 2023 (see also Table 4 in the report).

Figure 3: Applications Approved for Service

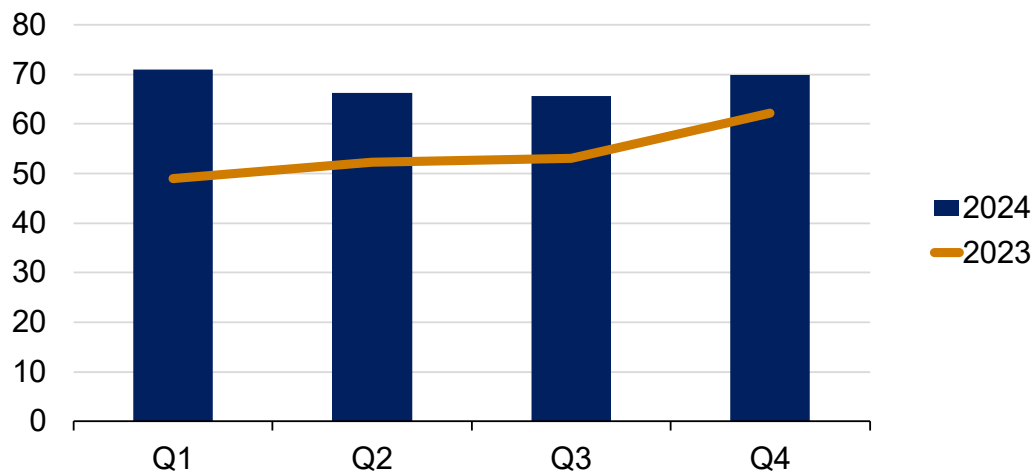


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Figure 3: Applications Approved for Service

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 4: Contractor (DARTS) Calls Answered within Five Minutes



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

The vertical blue columns in Figure 4 show the service level of calls answered from Q1 to Q4 in 2024, compared to the trend across each quarter in 2023, which is shown by the gold 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 7 in the report).

Figure 5: DARTS Late Trips

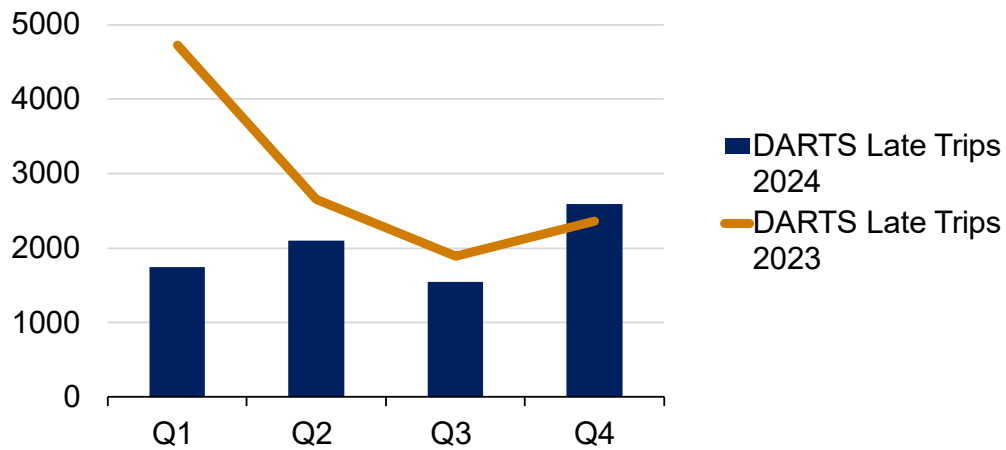
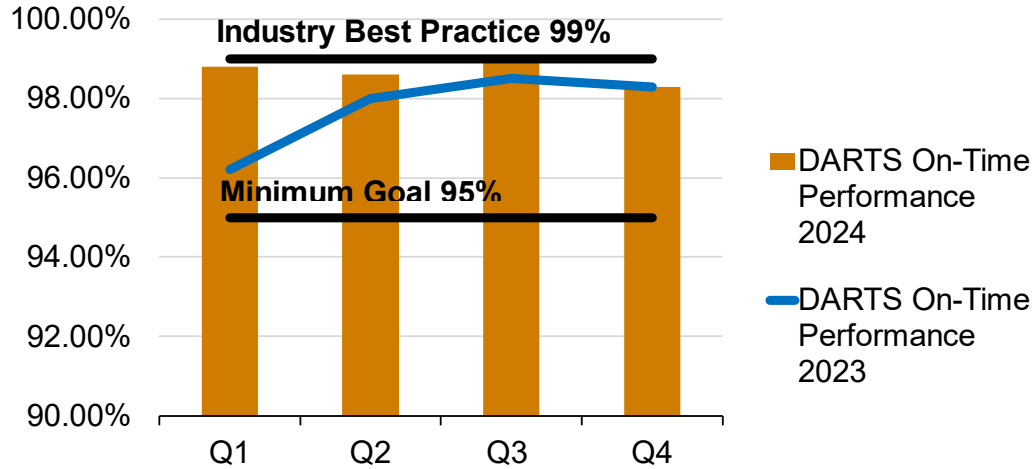


Figure 5: DARTS Late Trips

The vertical blue columns in Figure 5 show the number of late trips to date from Q1 to Q4 in 2024, compared to the trend across each quarter in 2023, which is shown by the gold line above it. The number of late trips for 2024 Q4 YTD (7,987 trips) was significantly lower than 2023 YTD Q4 (11,643 trips); refer to Table 8 in the report.

Figure 6: DARTS On Time Performance

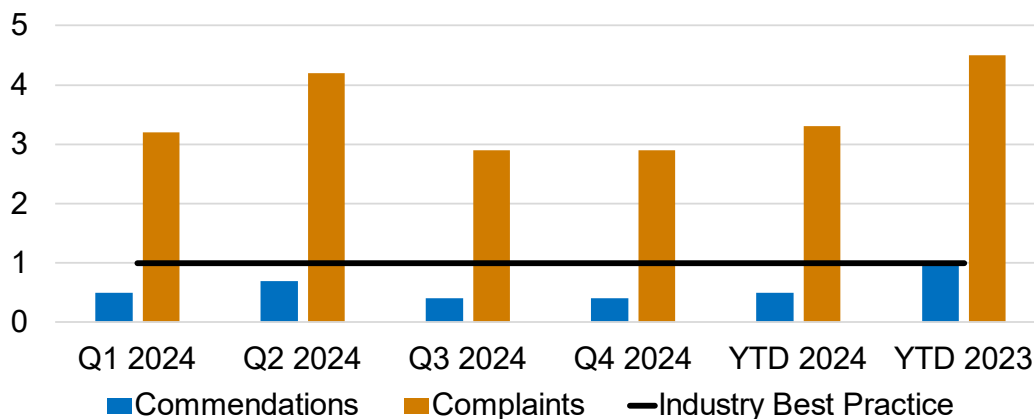


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Figure 6: DARTS On Time Performance

The solid blue 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 Ontario Human Rights Commission in 2004. The vertical gold bars show that on-time performance for 2024 is at or slightly below 99% which is higher than any quarter in 2023 (see also Table 8 in the report).

Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips



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Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips

Figure 7 graphs Accessible Transportation Services and DARTS commendations and complaints per thousand trips across all quarters of 2024 and compares the same data overall for 2024 and 2023. The clustered vertical columns compare commendations to complaints. The vertical blue columns show commendations per thousand trips, and the vertical columns on the right side of each cluster show complaints per thousand trips.

The solid black line shows the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the trend in 2023 has shown improvement over 2024 in complaints and fewer complaints in 2024 than in 2023, but still higher than the industry standard. Commendations in 2023 met the industry standard but fell below it in 2024. See also Tables 9 and 12, above.

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THANK YOU

Thank You.