

City of Hamilton

Accessible Transportation Services 2024 Cumulative  
Performance Review

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This information report provides a summary of key statistical data and performance indicators for the year 2024, compared with the previous five years and with 2019 (before the COVID-19 pandemic). The City is obligated to provide statistical reports to the Accessibility Committee for Persons with Disabilities to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission and complainants under the Code.

The report reflects the performance of specialized transportation services 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 Taxi Scrip program. The data was obtained from DARTS performance report records and Taxi Scrip program data.

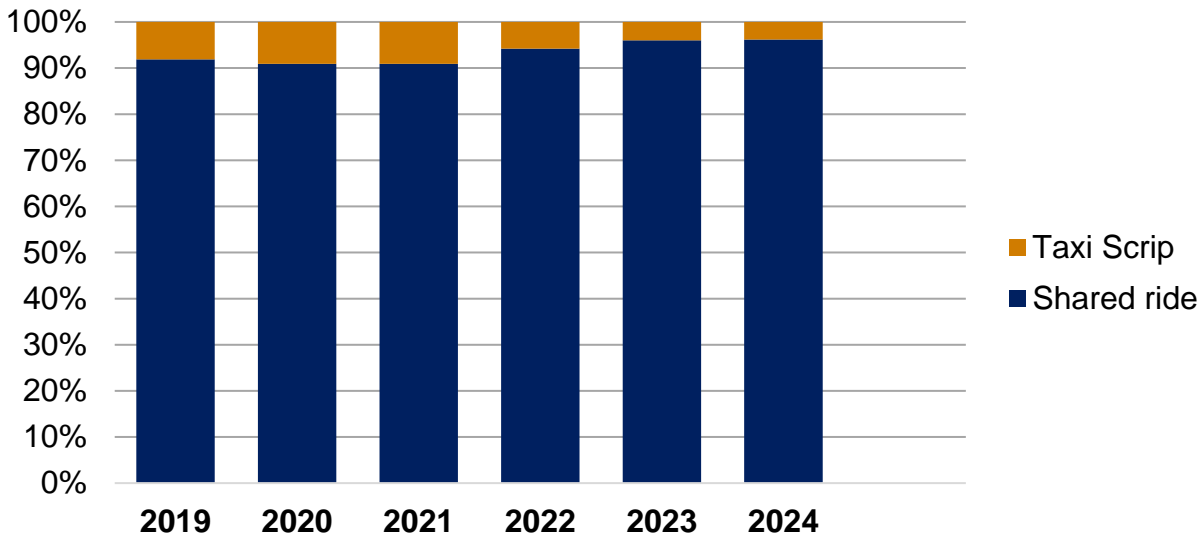
## Trips Requested and Trips Provided

See Figure 1, Table 1, and Table 2, below.

2024 system trips have not bounced back and remain lower than 2019 counts: system requested trips are 29% lower, and system delivered trips are 36% lower.

2024 trips delivered by Taxi Scrip are 67% lower than in 2019. The percentage of system trips taken by Taxi Scrip has decreased from 8.1% in 2019 to 3.8% in 2024.

2024 trips delivered on the shared-ride service (DARTS) are 32% lower than in 2019.



**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, below).

**Table 1: System Requested and Delivered Passenger Trips 2019-2024**

<b>Demand</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Shared Ride (DARTS): Trips Requested</b>	1,092,651	439,530	354,264	632,288	785,253	815,542
<b>Shared Ride (DARTS): Trips Delivered</b>	844,007	327,102	281,326	454,617	531,212	573,349
<b>Taxi Scrip: Trips Delivered</b>	96,076	43,991	35,679	38,899	32,986	32,053
<b>ATS: Trips Requested, All Modes</b>	1,188,727	483,521	389,943	671,187	818,239	847,595
<b>ATS: Trips Delivered, All Modes</b>	940,083	371,093	317,005	493,516	564,198	605,402
<b>ATS % Trips Delivered vs Requested, All Modes</b>	<b>79%</b>	<b>77%</b>	<b>81%</b>	<b>74%</b>	<b>69%</b>	<b>71%</b>

**Table 2: System Demand by Mode: Shared Ride versus Taxi Scrip**

<b>Demand by Mode</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Shared Ride (DARTS)</b>	91.9%	90.9%	90.9%	94.2%	96%	96.2%
<b>Taxi Scrip</b>	8.1%	9.1%	9.1%	5.8%	4.0%	3.8%

## Trips Denied, Trips Refused, and Trips Cancelled

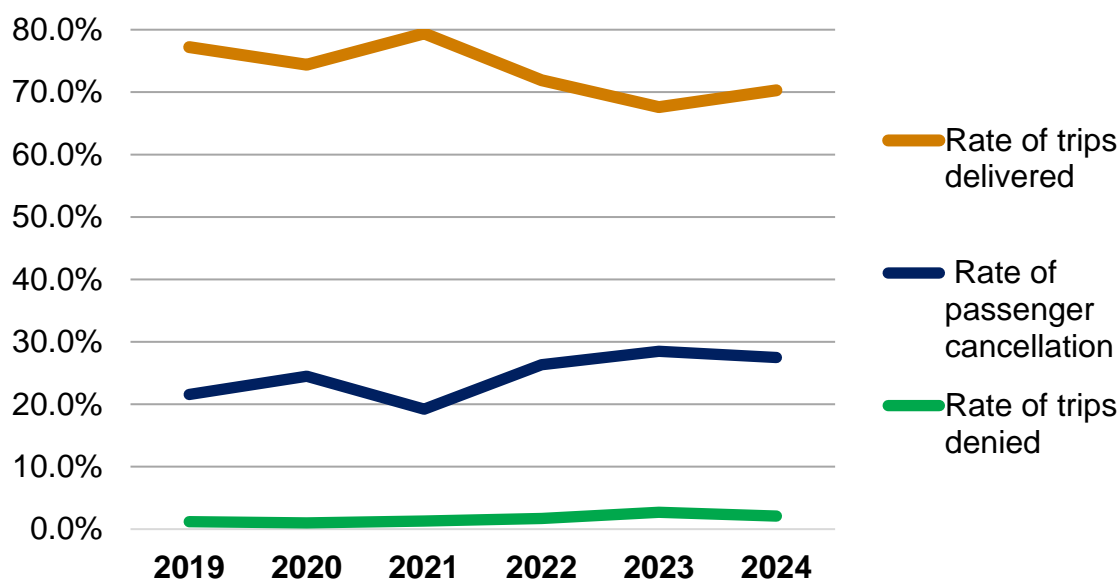
See Figure 2, Table 3, Table 4, and Table 5, below.

System-wide, the rate of denied trips has increased from 1.1% in 2019 to 2.1% in 2024. This system-wide rate assumes that any trip requested through the Taxi Scrip program is delivered. The rate of denied trips on the shared-ride service alone (DARTS) has increased from 1.2% in 2019 to 2.1% in 2024.

The 2004 Ontario Human Rights Commission decision requires a denial rate of no more than 5% of requested trips. The industry best practice for denials is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Passenger on-time cancellations have increased by 2.2% since 2019. Passenger late cancellations have increased to 11.9% of requested trips. The rate of passenger no-shows is largely unchanged, hovering between 3.4% and 3.5% of all trips requested.

Late cancellations and no-shows reduce the opportunity to re-assign unused trips to passengers whose trip requests were not met.



**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, below).

**Table 3: Rate of Denied Trips: ATS All Modes (Shared Ride and Taxi Scrip)**

<b>Rate of Denied Trips: ATS</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Requested</b>	1,188,727	483,521	389,943	671,187	818,239	847,595
<b>Denied</b>	12,817	4,370	4,442	10,628	21,220	17,583
<b>% Denied</b>	<b>1.1%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>2.6%</b>	<b>2.1%</b>

**Table 4: Shared Ride (DARTS) Trips Requested, Provided and Denied**

<b>Contractor Trips</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Requested	1,092,651	439,530	354,264	632,288	785,253	815,542
Provided	844,007	327,102	281,326	454,617	531,212	573,349
Denied	12,817	4,370	4,442	10,628	21,220	17,583
<b>% Denied</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.7%</b>	<b>2.1%</b>

**Table 5: Client Shared Ride (DARTS) Trip Cancellations and Refusals**

<b>Client Trip Disposition</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Trips Cancelled on Time	109,486	39,581	20,469	72,613	109,654	99,168
<b>% Cancelled on Time</b>	<b>10.0%</b>	<b>9.0%</b>	<b>5.8%</b>	<b>11.5%</b>	<b>14.0%</b>	<b>12.2%</b>
Trips Cancelled Late	88,752	53,011	35,112	71,555	96,055	97,108
<b>% Cancelled Late</b>	<b>8.1%</b>	<b>12.1%</b>	<b>9.9%</b>	<b>11.3%</b>	<b>12.2%</b>	<b>11.9%</b>
No Show/Cancelled at Door	37,420	15,105	12,505	22,313	26,618	27,969
<b>% No Show/Cancelled at Door</b>	<b>3.4%</b>	<b>3.4%</b>	<b>3.5%</b>	<b>3.5%</b>	<b>3.4%</b>	<b>3.4%</b>
Trips Refused	169	361	410	562	494	365
<b>% Trips Refused</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.04%</b>

## Accessible Transportation Services Applications

See Table 6 and Figure 3, below.

Application numbers have not returned to 2019 levels, when the count was 3,752. Applications dropped by about 50% in 2020 and 2021. By 2024, applications are still about 36% lower than in 2019, with a final count of 2,402.

There has been an increase in the number of applications that staff are unable to process, since 2022. The updated application released in 2022 includes improved notices of personal information collection and improved collections of consent from applicants.

The applications that staff are unable to process are mostly lacking proper consent signatures. In 2025, a revised application will include clearer direction for applicants and substitute decision makers to assist them to complete the application correctly.

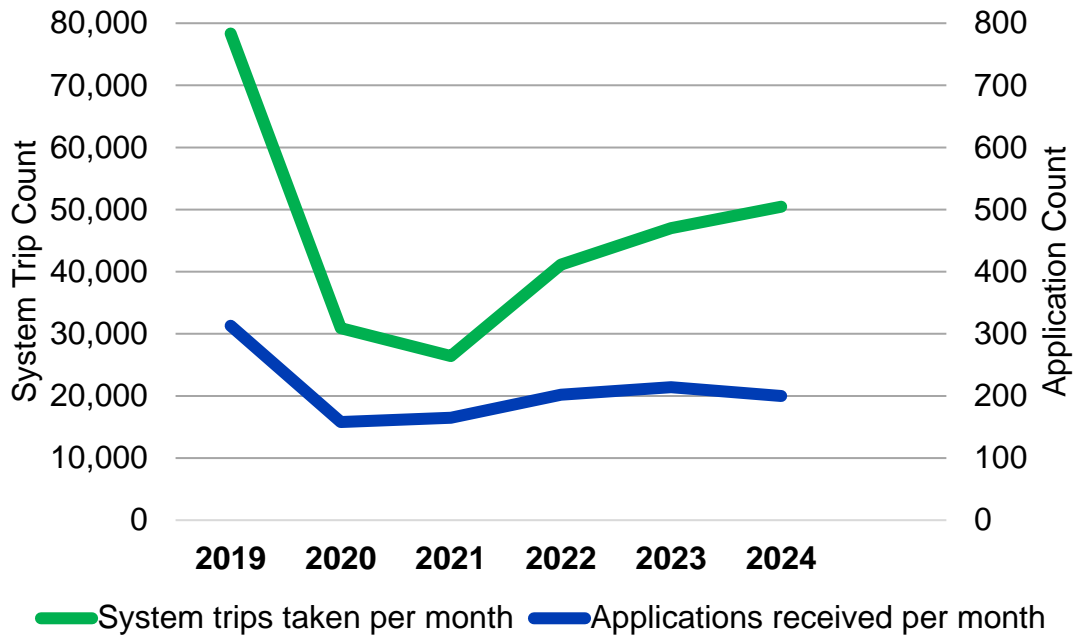
It is important to note that the application report used is a “point in time” report, so there is always a count of deceased or otherwise closed files included in the overall count.

Applicants are rarely denied eligibility: less than one half of one percent in any year since 2019. The 2024 Q4 quarterly report presented to Transportation Working Group in April 2025 includes counts of eligibility determined at time of processing: 74.3% unconditionally eligible, 0.2% conditionally eligible, 12.4% temporarily eligible, 6.7% visitor (see Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

The drop in the number of applications is very closely connected to the drop in the number of trips requested: 2024 applications are 36% lower than in 2019, and in 2024 trips are 35% fewer trips were taken using both the shared ride service and Taxi Scrip.

**Table 6: Number of ATS Applications Received and Approved, 2019 – 2024 (status as of March 17, 2025)**

<b>Applications</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Applications received</b>	3,752	1,896	1,982	2,424	2,565	2,402
<b>Deceased/ closed</b>	634	248	205	191	135	57
<b>Unable to process</b>	29	22	13	85	83	98
<b>Denied</b>	4	2	5	1	3	1
<b>Approved for service</b>	3,090	1,624	1,759	2,147	2,344	2,246
<b>Percentage approved</b>	82.4%	85.7%	88.7%	88.6%	91.4%	93.5%
<b>Percentage denied</b>	0.1%	0.1%	0.3%	0.04%	0.1%	0.04%



**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, above).

### Contractor (DARTS) Call Centre Trends

See Table 7 and Figure 4, below.

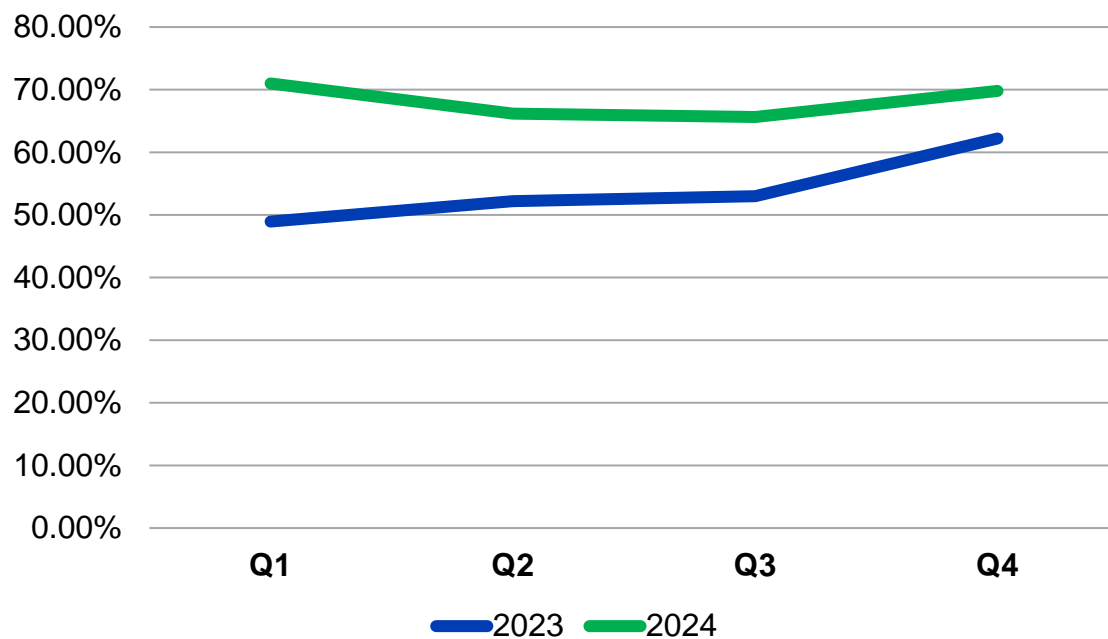
2024 contractor call centre performance shows some improvement since 2023 (Accessible Transportation Services does not have earlier reports).

DARTS handled slightly fewer calls than in 2023, but the overall service level (the rate of calls answered within 5 minutes) has gone up about 14%.

The rate of calls abandoned by customers has gone down about 7%. The average customer wait time has decreased by 2 minutes.

**Table 7: Contractor (DARTS) Call Centre Queue Productivity**

Queue Productivity	2023	2024
Inbound Calls	439,544	426,596
Calls Handled by Agents	325,301	349,065
Calls Abandoned by Clients	114,243	77,531
<b>Transfer Rate</b>	<b>74.01%</b>	<b>81.83%</b>
<b>Abandoned Rate</b>	<b>25.99%</b>	<b>18.17%</b>
Abandoned > 30 s	96,436	62,219
<b>Abandoned &gt; 30 s Rate</b>	<b>21.94%</b>	<b>14.48%</b>
<b>Service Level</b>	<b>54.09%</b>	<b>68.15%</b>
Average Wait Time	00:06:29	00:04:21
Average Abandoned Wait Time	00:03:46	00:02:59

**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).

**Contractor On-Time Performance**

See Table 8, below.

On time performance was close to 99% from 2019 to 2022, dropping to 97.8% in 2023. In 2024, on time performance rose back to 98.6%, close to earlier levels.

The 2004 Ontario Human Rights Commission decision established an on-time performance goal of at least 95%. The 2004 decision defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time, or 15 minutes or more past the end of the pickup window.

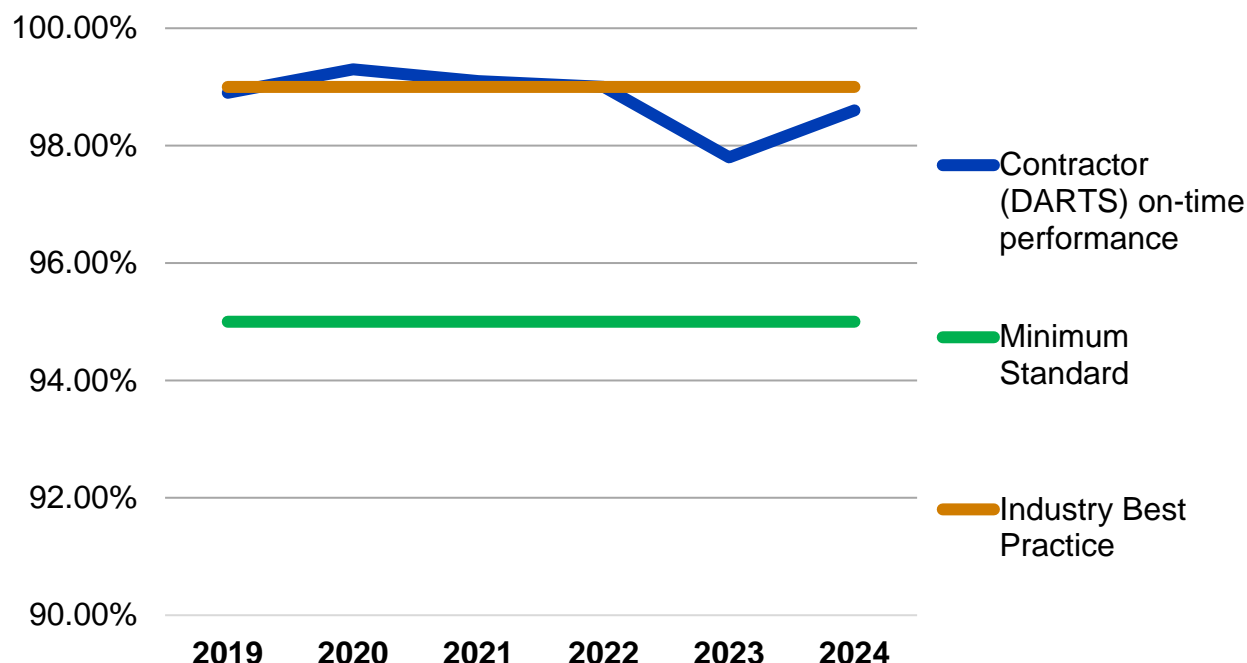
The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Trips where the pickup is past the end of the pickup window by less than 15 minutes are tracked in complaints data.

DARTS continues to report vehicles out of service awaiting parts for repair, due in part to supply chain issues, which affects on-time performance.

**Table 8: Contractor (DARTS) On-Time Performance**

<b>Service Metrics</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Total Trips Provided</b>	844,007	327,102	281,326	454,617	531,212	573,349
<b>Total Number of Late Trips</b>	9,675	2,530	2,514	4,587	11,643	7,987
<b>% of Trips Completed on Time</b>	98.9%	99.3%	99.1%	99.0%	97.8%	98.6%



**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%.

## Complaints

See Table 9, and Table 10, below. Please note, there are still approximately two weeks of complaints data missing from February 2024.

The overall complaints rate was at its worst in 2023, at 7.3 complaints per 1,000 trips for the whole system, and 7.7 complaints per 1,000 trips on the shared ride service alone (DARTS).

The complaints rate for 2024 has improved a great deal at 3.1 for the system and 3.3 for DARTS trips. However, it has not yet decreased to the 2019 level of 1.6.

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 average for large systems is 2.1 complaints per 1,000 trips. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Table 10 shows total complaint counts, according to three general categories.

The service performance category includes complaints where the service as performed did not meet expectations, such as late pickups or scheduled on board time. Most complaints from 2019 to 2024 are in this category.

The staff performance category includes complaints where staff conduct did not meet expectations. In all years from 2019 to 2024, this is the second most frequent type of complaint.

The service sufficiency category captures complaints where the service was not enough to meet customer needs, such as complaints about waiting lists or being unable to book a desired trip time. This category also includes complaints about the Taxi Scrip service. From 2019 to 2024, this is consistently the least frequent type of complaint.

Staff completed a comprehensive review of 2024 complaints which are currently being tracked manually and have made some slight adjustments downward to the quarterly counts already provided, removing sixteen complaints from the 2024 count (see also Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

The counts below include both validated and invalidated complaints, as a measure of overall customer satisfaction.

**Table 9: Total Complaints per Thousand Trips**

<b>Year</b>	<b>Complaints per Thousand ATS Trips, All Modes</b>	<b>ATS and Contractor Complaints per Thousand DARTS Trips</b>
<b>2019</b>	1.6	1.8
<b>2020</b>	1.8	2.0
<b>2021</b>	2.6	2.9
<b>2022</b>	4.2	4.5
<b>2023</b>	7.3	7.7
<b>2024**</b>	3.1	3.3

**Table 10: Total Complaints Received by Complaint Type: ATS and DARTS**

<b>Complaint Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024**</b>
<b>Service Performance</b>	931	369	490	1,458	3,166	1,392
<b>Staff Performance</b>	569	269	290	467	507	405
<b>Service Sufficiency</b>	20	31	35	147	446	93
<b>TOTAL</b>	1520	669	815	2,072	4,119	1,890

## Commendations

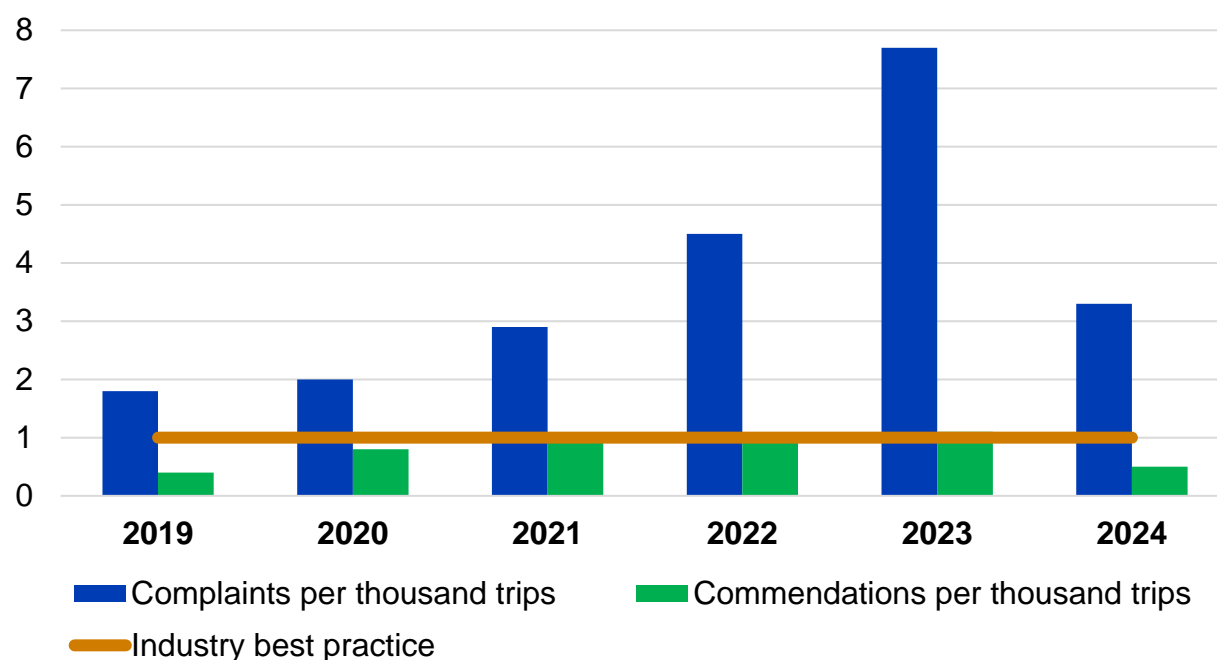
See Table 11, below. There are still approximately two weeks of data from February 2024 that are still missing from 2024 totals.

The industry best practice is 1 commendation per 1,000 trips, and the 2016 average for large systems is 0.36 commendations per 1,000 trips (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

At 0.5 commendations per 1,000 trips both system wide and on the shared ride service alone, commendation rates are higher than 2019 and above the industry average, but lower than the commendation rate for 2020 to 2023.

**Table 11: Commendations per Thousand Trips**

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
2019	0.3	0.4
2020	0.7	0.8
2021	0.9	1.0
2022	0.9	1.0
2023	1.0	1.1
2024**	0.5	0.5



**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, above).

### **Validated Complaints for Contractor and Subcontractors**

See Table 12, below. There are still approximately two weeks of data from February 2024 that are still missing from 2024 totals.

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.

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.

Appendix 1 on page 13 of this report breaks down the count of validated complaints into subcategories.

**Table 12: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors**

<b>Provider</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024**</b>
DARTS	2.7	2.0	2.7	6.2	14.7	5.5
VETS	0.9	0.8	0.7	1.0	0.9	0.9
Hamilton Rising	1.0	0.9	1.2	1.4	1.2	0.7
City Marvel	1.1	1.3	2.4	2.5	1.8	N/A
Hamilton Cab	1.2	8.4	6.2	6.7	3.4	2.5
<b>TOTAL</b>	1.6	1.6	2.3	3.7	6.9	2.8

### **Total Trip Counts, Service Kilometres, and Service Hours for DARTS and Subcontractors**

Table 13 (below) provides service hours and kilometres for DARTS and its subcontractors, as requested by the Accessibility Committee for Persons with Disabilities.

The data provides an annual summary from 2019 to 2024. This same data is broken down by subcontractor in the 2024 Q4 report (see Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

**Table 13: Total Trip Counts, Service Kilometres, and Service Hours for DARTS and Subcontractors**

Year	Trip Count	Service Hours	Service Km
2019	844,007	346,014	8,116,484
2020	327,102	151,543	3,787,181
2021	281,326	150,652	3,900,035
2022	454,617	242,285	5,570,664
2023	531,212	258,435	6,117,945
2024	573,349	271,263	6,207,982
<b>TOTAL</b>	<b>3,011,613</b>	<b>1,420,192</b>	<b>33,700,291</b>

### Appendix 1 Customer Valid Complaints Logged 2024: Detail

Department	Count of Feedback Subtype
<b>ATS Customer Service</b>	<b>18</b>
Miscellaneous	7
Policies	6
Staff conduct	3
Taxi Scrip	2
<b>DARTS Dispatch</b>	<b>110</b>
Can't book same day	1
Error address/date	18
Injured passenger	1
Miscellaneous	5
No show	3
On hold/ can't connect	22
Pickup/ drop off outside window	3
Scheduled on board time	3
Staff conduct	36
Time change	6
Trip missed	11
Trip transfer	1

## Appendix 1 Customer Valid Complaints Logged 2024: Detail (continued)

<b>DARTS On street</b>	<b>216</b>
Accidents	1
Damaged property	4
Driving habits	27
Error address/date	23
Fares	3
Injured passenger	10
Miscellaneous	2
No door to door	14
No show	13
Policies	2
Pickup/ drop off outside window	19
Scheduled on board time	4
Staff conduct	72
Trip missed	20
Vehicle condition	2
<b>DARTS Reservations</b>	<b>147</b>
Can't book required time	10
Error address/date	49
Miscellaneous	2
No show	3
On hold/ can't connect	49
Policies	1
Staff conduct	20
Trip missed	2
Waiting List	11
<b>DARTS Scheduling</b>	<b>901</b>
Can't book required time	3
Can't book same day	1
Error address/date	40
Fares	1
Miscellaneous	5
No show	3
Policies	1
Pickup/ drop off outside window	559
Scheduled on board time	135
Staff conduct	1
Subscriptions	18
Time change	1

## Appendix 1 Customer Valid Complaints Logged 2024: Detail (continued)

<b>DARTS Scheduling (continued)</b>	
Trip missed	50
Trip notification	7
Waiting List	76
<b>Hamilton Rising</b>	<b>129</b>
Damaged property	1
Driving habits	26
Error address/date	7
Injured passenger	3
No door to door	13
No show	21
Policies	1
Pickup/ drop off outside window	5
Staff conduct	37
Trip missed	15
<b>Hamilton Cab (taxi)</b>	<b>3</b>
No show	2
Staff conduct	1
<b>VETS</b>	<b>127</b>
Accidents	1
Driving habits	23
Error address/date	5
Fares	5
Injured passenger	3
Miscellaneous	3
No door to door	11
No show	11
Policies	1
Pickup/ drop off outside window	8
Scheduled on board time	3
Staff conduct	37
Trip missed	15
Vehicle condition	1
<b>Grand Total</b>	<b>1651</b>

## Appendix 2 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 using 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; or
- 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; and
- a service suspension cancellation is one that is made by ATS or DARTS due to weather or other emergency.

## Appendix 2 Definition of Terms (continued)

**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.

**Rate of Denied Trips:** Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes (both shared ride service and Taxi Scrip service).

**Contractor Denied Trip:** 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.

**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  $\frac{[\text{calls transferred within 5 minutes}]}{([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}])} * 100$ .

## Appendix 2 Definition of Terms (continued)

**Rate of Cancelled Trips:** Cancelled Trips (by type) expressed as a percentage of Number of Total DARTS Trips Requested.

**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.

**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 an opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

**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.

**Client Refused Trip:** A refused trip occurs when a client does not accept the travel times provided at the time of booking.

**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).