

City of Hamilton  
Accessible Transportation Services Performance Review  
Q1 2025

Owen Quinn  
Project Manager, Accessible Transportation Services  
Transit Division  
Public Works Department  
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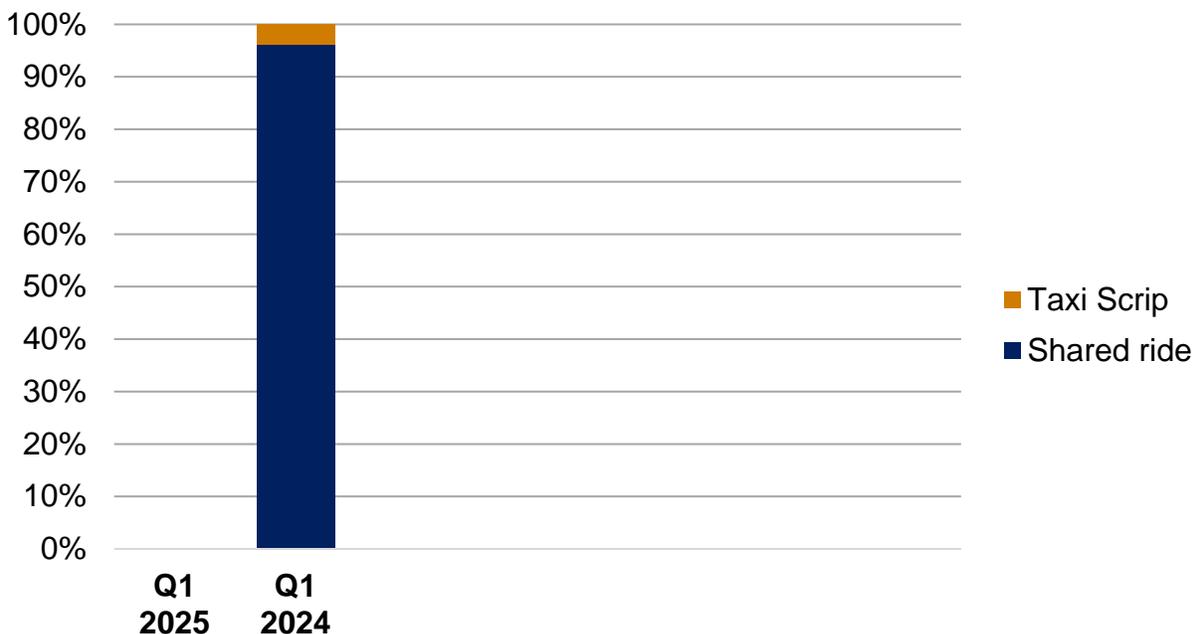
This information report provides a summary of key statistical data and performance indicators for first quarter of 2025 along with first quarter of 2024 for comparison.

The report reflects the performance of specialized transportation services offered by HSR Accessible Transportation Services (ATS) through the shared ride service and the Taxi Scrip program. The shared ride service is provided by a contractor for services, Disabled and Aged Regional Transportation System (DARTS) and their subcontractors. The data was obtained from DARTS performance report records, Taxi Scrip program data, and ATS data.

## Trips Requested and Trips Provided

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

Q1 2025 trip demand for Taxi Scrip was not available at the time of this report and will be added to a future report. For Q1 2024, around 96% of demand was for the shared ride service provided by DARTS and 4% was for Taxi Scrip. Also, during the same period, the percentage of total trips delivered versus trips requested was around 70%.



**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. Complete data for Q1 2025 was not available. Q1 2024 shows that most trips requested were for the shared ride service (dark blue bottom portion of bar). Historically, demand is less for Taxi Scrip (the gold top portion of bar). The proportion requested by Taxi Scrip was around 4% for Q1 2024 (See also Table 1 and Table 2, below).

**Table 1: System Requested and Delivered Passengers Q1 2025 & Q1 2024**

Demand	Q1 2025	Q1 2024
<b>Shared Ride (DARTS): Total Trips Requested</b>	N/A	199,533
<b>Shared Ride (DARTS): Total Trips Delivered</b>	140,091	140,504
<b>TAXI SCRIP: Total Trips Delivered</b>	N/A	7,913
<b>ATS: Total Trips Requested, All Modes</b>	N/A	207,446
<b>ATS: Total Trips Delivered, All Modes</b>	N/A	148,417
<b>ATS % Of Total Trips Delivered vs. Requested, All Modes</b>	<b>N/A</b>	<b>71.5%</b>

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

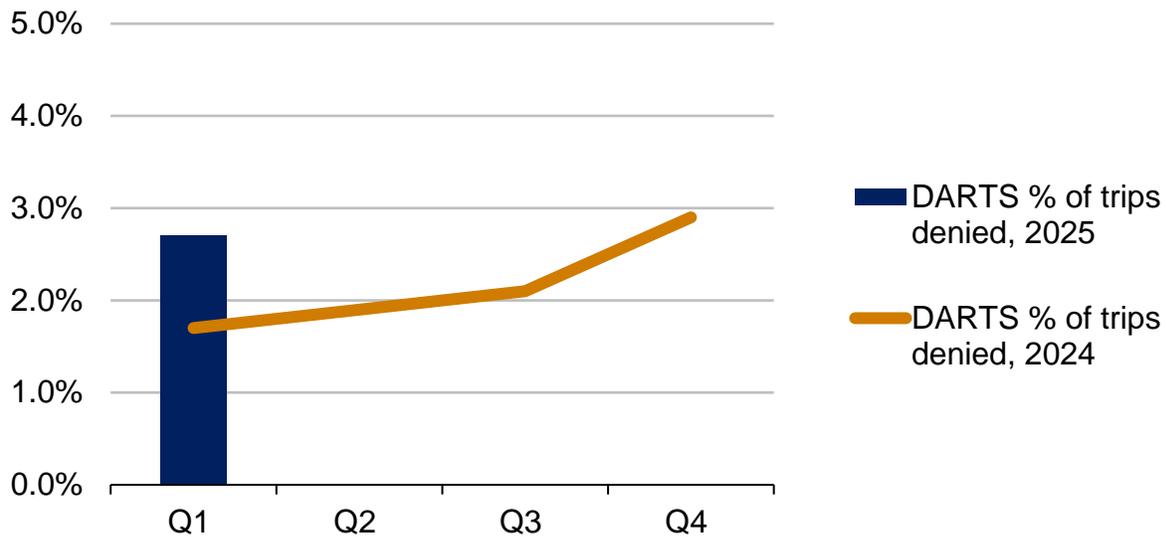
Demand by Mode	Q1 2025%	Q1 2024%
<b>Shared Ride (DARTS)</b>	N/A	96.2%
<b>Taxi Scrip</b>	N/A	3.8%

### **Trips Denied, Trips Refused, and Trips Cancelled**

While the DARTS denial rate for Q1 2025 (2.7%) was 1% higher than that for Q1 2024 (1.7%), it is still well below the 5% target established by the City's 2004 settlement with the Ontario Human Rights Commission (Tables 3 and 4, and Figure 2, below). The industry best practice is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). Note: the assumption being made is that any trip requested through the Taxi Scrip program is delivered.

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

Rate of Denied Trips: ATS	Q1 2025	Q1 2024
<b>Requested</b>	206,162	207,446
<b>Denied</b>	5,505	3,423
<b>% Denied</b>	<b>2.7%</b>	<b>1.7%</b>



**Figure 2: Shared Ride (DARTS) Trips Denied**

**Alternative text description for Figure 2 (above):** The blue bar in the graph in Figure 2 shows the denial rate on the shared ride service (DARTS) was higher for Q1 2025 when compared to Q1 2024 (shown by the gold line); see also Table 4, below.

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

Contractor Trips	Q1 2025	Q1 2024
Requested	206,162	199,533
Provided	140,091	140,504
Denied	5,505	3,423
<b>% Denied</b>	<b>2.7%</b>	<b>1.7%</b>

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

Client Trip Disposition	Q1 2025	Q1 2024
Trips Cancelled on Time	26,525	22,937
<b>% Cancelled on Time</b>	<b>12.9%</b>	<b>11.5%</b>
Trips Cancelled Late	27,062	25,519
<b>% Cancelled Late</b>	<b>13.1%</b>	<b>12.8%</b>
No Show/ Cancelled at Door	6,869	7,023
<b>% No Show/ Cancelled at Door</b>	<b>3.3%</b>	<b>3.5%</b>
Trips Refused	110	127
<b>% Refused</b>	<b>0.05%</b>	<b>0.06%</b>

As seen in Table 5, above, on-time cancellations for Q1 2025 accounted for 12.9% of trips requested on DARTS, which is higher than the Q1 2024 rate of 11.5%. Trips cancelled on time allow DARTS scheduling staff to adjust schedules and accommodate other trip requests.

The late cancellation rate year to date for Q1 2025 accounted for 13.1% of trips requested; this is slightly higher than the Q1 2024 rate of 12.8%.

The no-show/cancelled at door rate for Q1 2025 accounted for 3.3% of trips requested and is consistent with the rate for Q1 2024 of 3.5%.

The refused trip rate continues to be extremely low (below 0.1%) for Q1 2025, like Q1 2024.

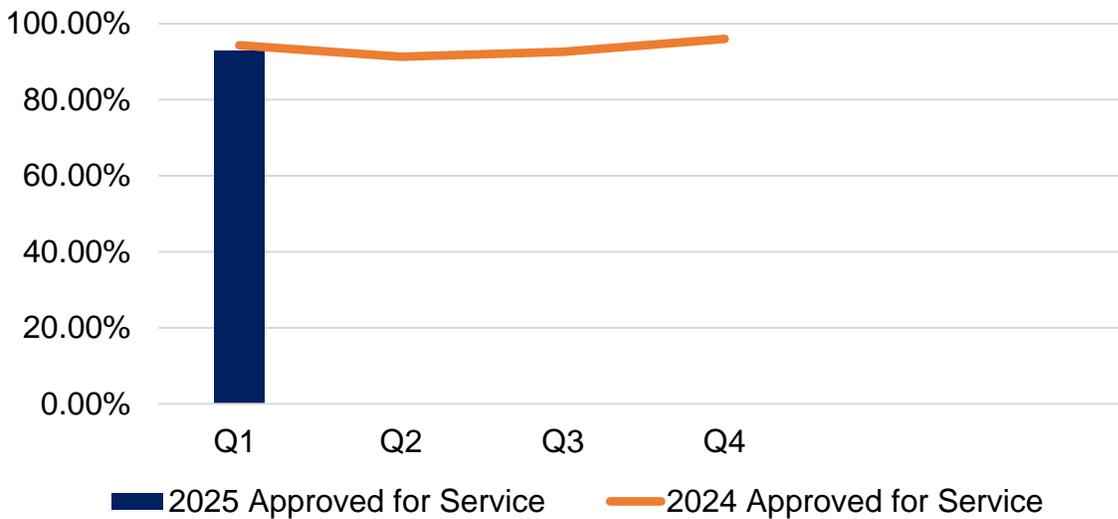
## ATS APPLICATIONS

In Q1 2025, Accessible Transportation Services received a total of 617 applications for service of which 573 or 93% were approved. This is consistent with Q1 2024, when ATS received a total of 599 applications of which 565 or 94% were approved (refer to Table 6 and Figure 3, below).

“Applications Received” includes those approved, denied, unable to process (incomplete), or applications where the applicant was deceased or closed their file at time of processing. 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 required information is submitted.

**Table 6: Number of ATS Applications Received and Approved, Q1 2025 and Q1 2024**

<b>APPLICATIONS</b>	<b>Q1 2025</b>	<b>Q1 2024</b>
<b>Applications Received</b>	617	599
<b>Deceased/Closed</b>	6	18
<b>Unable to process</b>	37	16
<b>Denied</b>	1	0
<b>Approved – unconditional</b>	451	459
<b>Approved – conditional</b>	5	0
<b>Approved – temporary</b>	82	69
<b>Approved – visitor</b>	35	37
<b>Approved – all categories</b>	573	565
<b>Percentage Approved</b>	92.9%	94.3%



**Figure 3: Applications Approved for Service**

**Alternative text description for Figure 3 (above):** The blue bar in Figure 3 shows percentage of applications approved in Q1 2025: 92.9% were approved. This is close to Q1 2024, when 94.3% of applications were approved, as shown by the gold line that illustrates the trend across 2024. See also Table 6, above.

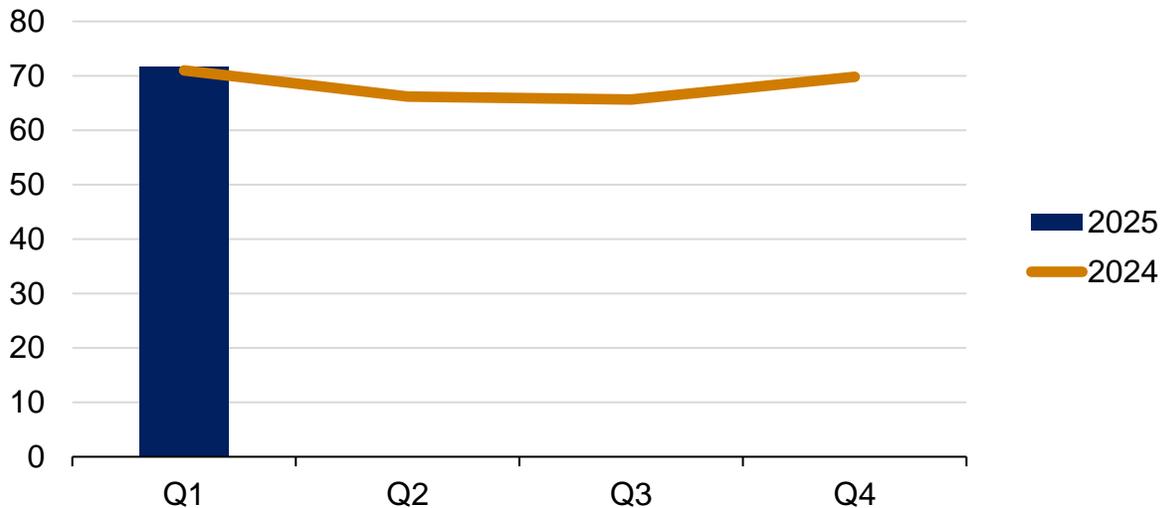
## Contractor (DARTS) Call Centre Trends

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

Queue Productivity	Q1 2025	Q1 2024
Inbound Calls	110,596	101,651
Calls Handled by Agents	91,977	84,671
Calls Abandoned by Clients	18,619	16,980
<b>Transfer Rate</b>	<b>83.16%</b>	<b>83.3%</b>
<b>Abandoned Rate</b>	<b>16.84%</b>	<b>16.70%</b>
Abandoned > 30 s	14,588	13,387
<b>Abandoned &gt; 30 s Rate</b>	<b>13.19%</b>	<b>13.17%</b>
<b>Service Level</b>	<b>71.75%</b>	<b>70.99%</b>
Average Wait Time	00:03:45	00:03:59
Average Abandoned Wait Time	00:02:39	00:02:45

DARTS call centre data (Table 7, above) is included to capture concerns expressed by the Accessibility Committee for Persons with Disabilities about calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 4.

The call centre 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 2024, and the 2025 trend is still holding. Overall, call centre performance has improved year over year. Call centre terms are defined in Appendix 2.



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

**Alternative text description for Figure 4 (above):** The vertical blue column shows the service level of calls answered for Q1 2025, compared to the trend across each quarter in 2024, which is shown by the gold line above it. The service level has increased from Q1 of 2024 and is higher than any quarter in 2024 (see also Table 7, above).

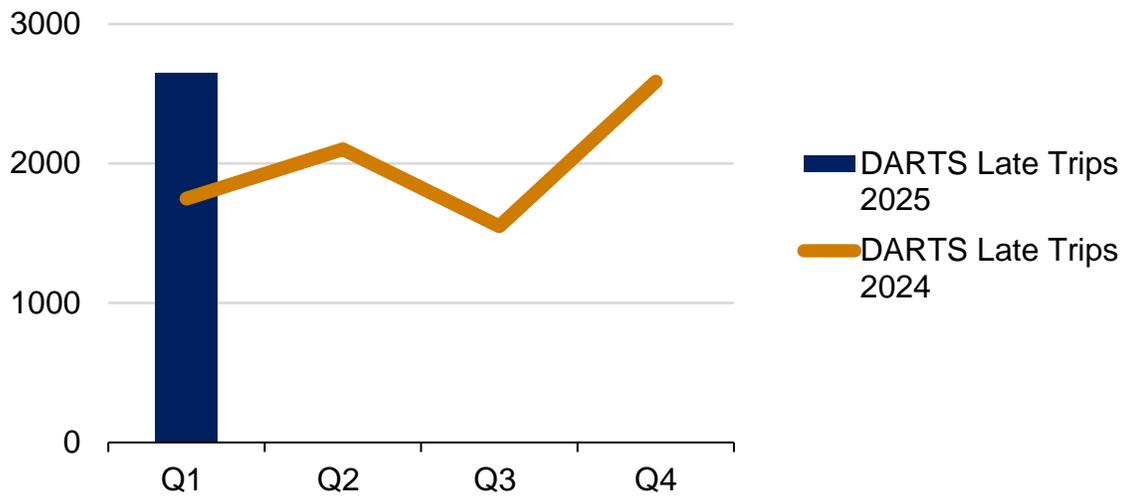
## DARTS ON-TIME PERFORMANCE

The City's 2004 settlement with the Ontario Human Rights Commission 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) (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

In Q1 2025, DARTS had a 98.2% on-time performance which is slightly lower when compared to Q1 2024, when DARTS had a 98.8% on-time performance rate. This rate is within the target established in the 2004 Ontario Human Rights Commission settlement agreement (95% on-time performance). See Table 8 and Figure 5, below.

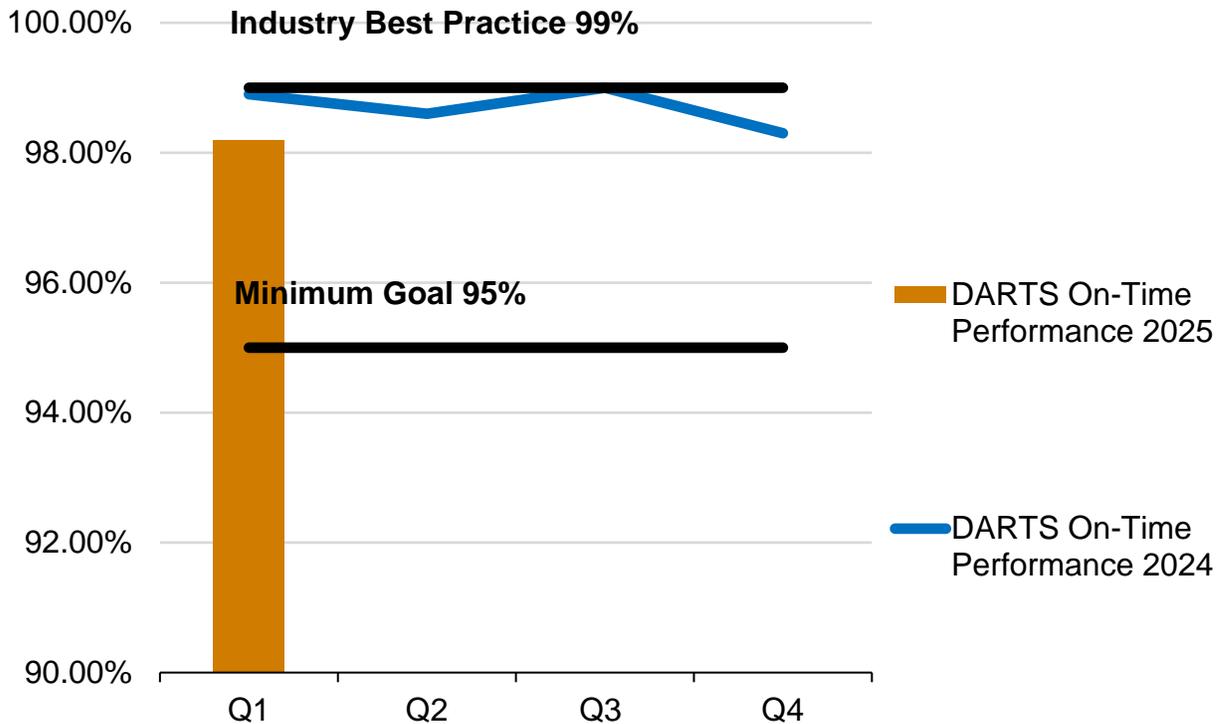
**Table 8: Contractor (DARTS) On-Time Performance**

Service Metrics	Q1 2025	Q1 2024
Total Trips Provided	140,091	140,504
Total Number of Late Trips	2,650	1,748
% of Trips Completed on Time	98.2%	98.8%



**Figure 5: DARTS Late Trips**

**Alternate text for Figure 5 (above):** The vertical blue column in Figure 5 shows the number of late trips for Q1 2025 compared to the trend across each quarter in 2024, which is shown by the gold line above it. The number of late trips for Q1 2025 (2,650 trips) was significantly higher than Q1 2024 (1,748 trips). Refer to Table 8, above.



**Figure 6: DARTS On Time Performance**

**Alternate text for Figure 6:** The solid blue line shows the DARTS on-time performance trend across all quarters of 2024. 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 bar shows that on-time performance for Q1 2025 is below 99%. This is lower than it was in Q1 2024, as shown by the blue line (see also Table 8, above).

## COMPLAINTS

See Table 9 and Table 10, below.

In Q1 2025, ATS counted 2.5 total complaints per thousand DARTS trips. This is an improvement when compared to Q1 2024 wherein ATS counted 3.2 total complaints per thousand DARTS trips. This number is still higher than the industry standard but only slightly higher than the 2016 industry average.

The industry best practice is 1.0 complaint 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).

Please note for the Q1 2024 counts, there are still approximately two weeks of complaints data missing from February 2024.

**Table 9: Complaints per Thousand Trips (TOTAL COMPLAINTS RECEIVED)**

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
Q1 2025	N/A	2.5
Q1 2024	3.0	3.2

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

Complaint Type	Q1 2025	Q1 2024
Service Performance	269	354
Staff Performance	67	72
Service Sufficiency	19	24
<b>TOTAL</b>	<b>355</b>	<b>450</b>

Table 10 breaks down complaints according to three general categories:

The service performance category includes complaints where the service as performed did not meet expectations. These include 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.

The staff performance category includes complaints where staff conduct did not meet expectations, including complaints about staff conduct or driving habits. This is the second most frequent category of complaint.

The service sufficiency category captures complaints where the service was not enough to meet customer needs, including 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.

DARTS and subcontractor complaints are sent to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, they 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, scheduling, dispatch, and on-street service. Complaints against subcontractors include on-street service only.

Table 11, below, reports validated complaints for Q1 2025. Appendix 1 of this report, below, includes details from contacts logged in Q1 2025, according to provider.

**Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors, Q1 2025**

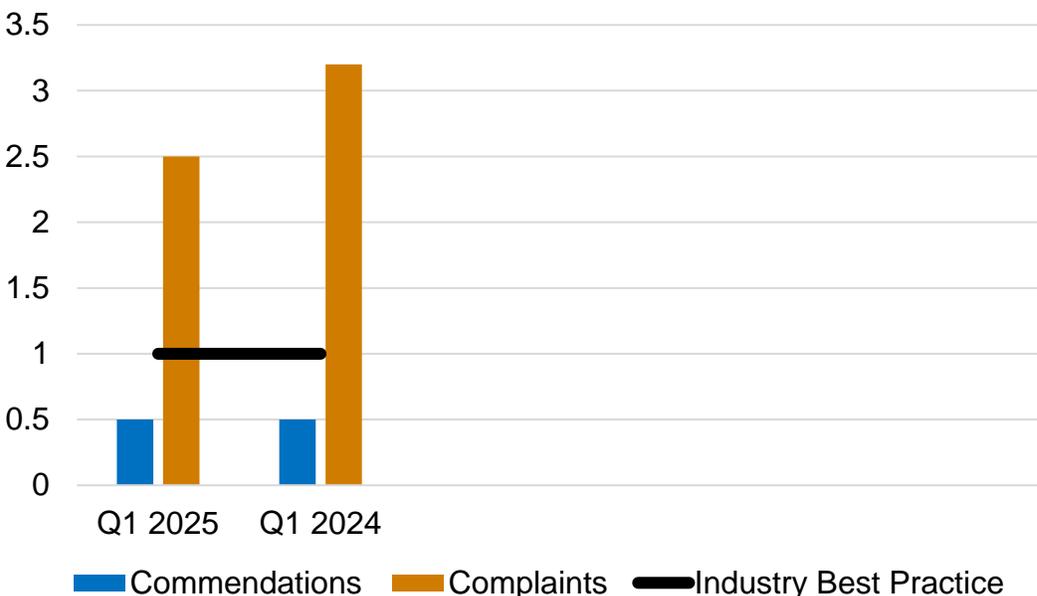
Provider	Number of Trips Q1 2025	Validated Complaint Count Q1 2025	Validated Complaints/ 1000 Trips Q1 2025
DARTS	61,160	231	<b>3.8</b>
VETS	33,441	35	<b>1.0</b>
Hamilton Rising	45,006	55	<b>1.2</b>
Hamilton Cab	484	1	<b>2.0</b>
<b>TOTAL</b>	<b>140,091</b>	<b>322</b>	<b>2.3</b>

## COMMENDATIONS

For Q1 2025, data indicates an average commendation rate of 0.5 per thousand DARTS trips, which is the same rate as for Q1 2024. 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).

**Table 12: Commendations per Thousand Trips**

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
<b>Q1 2025</b>	0.5	0.5
<b>Q1 2024</b>	0.5	0.5



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

**Alternate text for Figure 7 (above):** Figure 7 graphs Accessible Transportation Services and DARTS commendations and complaints per thousand trips for Q1 2025 and Q1 2024. The clustered vertical columns compare commendations to complaints. The vertical blue columns show commendations per thousand trips and the vertical orange columns 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 in Q1 2025 complaints per thousand trips were lower than Q1 2024. ATS and DARTS complaints per thousand trips are still higher than the industry standard. Commendations per thousand trips for Q1 2025 and Q1 2024 have remained consistent. See also Tables 9 and 12, above.

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

**Table 13: Total Service Kilometres and Service Hours: DARTS and Subcontractors, Q1 2025**

Provider	Trips Q1 2025	Service KM Q1 2025	Service Hours Q1 2025
DARTS	61,160	610,508	30,149
VETS	33,441	364,690	14,198
Hamilton Rising	45,006	472,655	19,117
Hamilton Cab	484	10,292	456
<b>Q1 2025</b>	<b>140,091</b>	<b>1,458,145</b>	<b>63,920</b>

Table 13 (above) breaks down service hours and kilometres for DARTS and its subcontractors, as requested by Accessibility Committee for Persons with Disabilities.

In Q1 2025, 484 trips were delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

### Appendix 1 Validated Complaints Q1 2025: Detail

Q1 2025 validated complaints for DARTS and their subcontractors by Feedback Subtype are shown in the table below.

Department	Count of Feedback Subtype
<b>DARTS Dispatch</b>	<b>22</b>
Error address/date	2
Miscellaneous	2
No show	1
On hold/ can't connect	4
Pickup/ drop off outside window	2
Staff conduct	9
Trip missed	2
<b>DARTS On Street</b>	<b>65</b>
Driving habits	4
Error address/date	3
Injured passenger	2
Miscellaneous	2
No door to door	6
Policies	1
Pickup/ drop off outside window	8
Scheduled on board time	4
Staff conduct	17
Trip missed	18
<b>DARTS Reservations</b>	<b>30</b>
Can't book required time	3
Error address/date	8
No show	1
On hold/ can't connect	5
Miscellaneous	3
Staff conduct	5
Trip missed	1
Waiting List	2
Time Change	1
Fares	1

**Appendix 1 Validated Complaints Q1 2025: Detail (continued)**

<b>DARTS Scheduling</b>	<b>114</b>
Error address/date	2
Miscellaneous	5
Pickup/ drop off outside window	57
Scheduled on board time	25
Staff conduct	1
Subscriptions	9
Trip missed	14
Fares	1
<b>Hamilton Rising</b>	<b>55</b>
Driving habits	13
Error address/date	2
Injured passenger	2
Miscellaneous	1
No door to door	2
Pickup/ drop off outside window	3
Scheduled on board time	3
Staff conduct	18
Trip missed	7
No show	3
Vehicle condition	1
<b>VETS</b>	<b>35</b>
Driving habits	2
Error address/date	4
No door to door	5
Pickup/ drop off outside window	5
Scheduled on board time	2
Staff conduct	10
Trip missed	5
Vehicle condition	1
Fares	1
<b>TAXI</b>	<b>1</b>
Trip missed	1
<b>Grand Total</b>	<b>322</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 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
- 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

## Appendix 2 Definition of Terms (continued)

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.

**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.

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

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

## **Appendix 2 Definition of Terms (continued)**

**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 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).