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ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES TRANSPORTATION WORKING GROUP

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW Q1 2025

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Accessible Transportation Services Performance Review Q1 2025
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 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 in the report).

Figure 2: Shared Ride (DARTS) Trips Denied

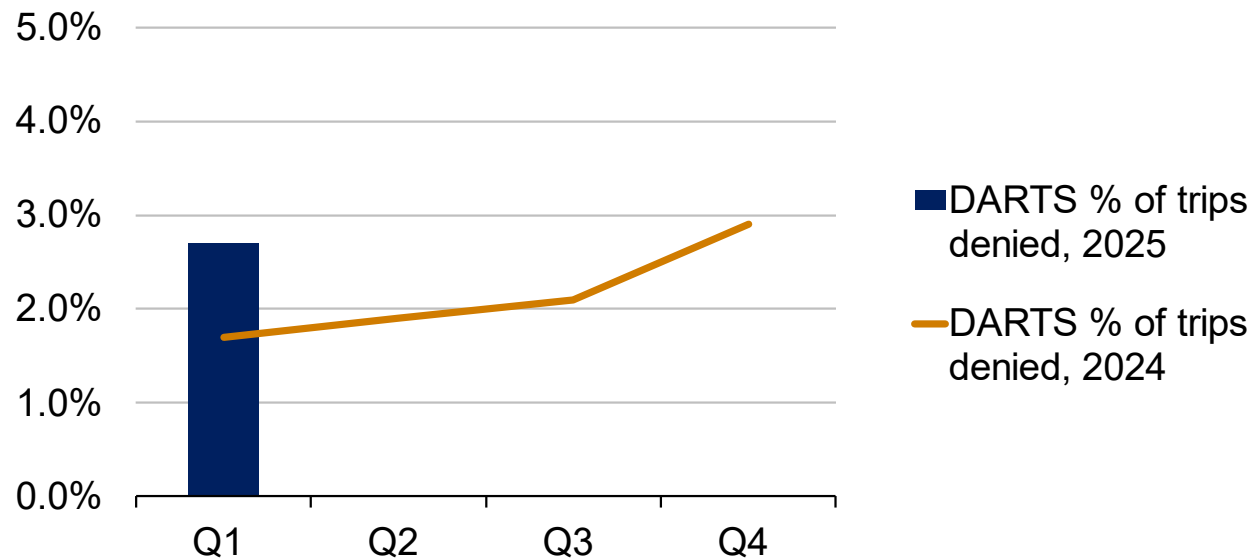
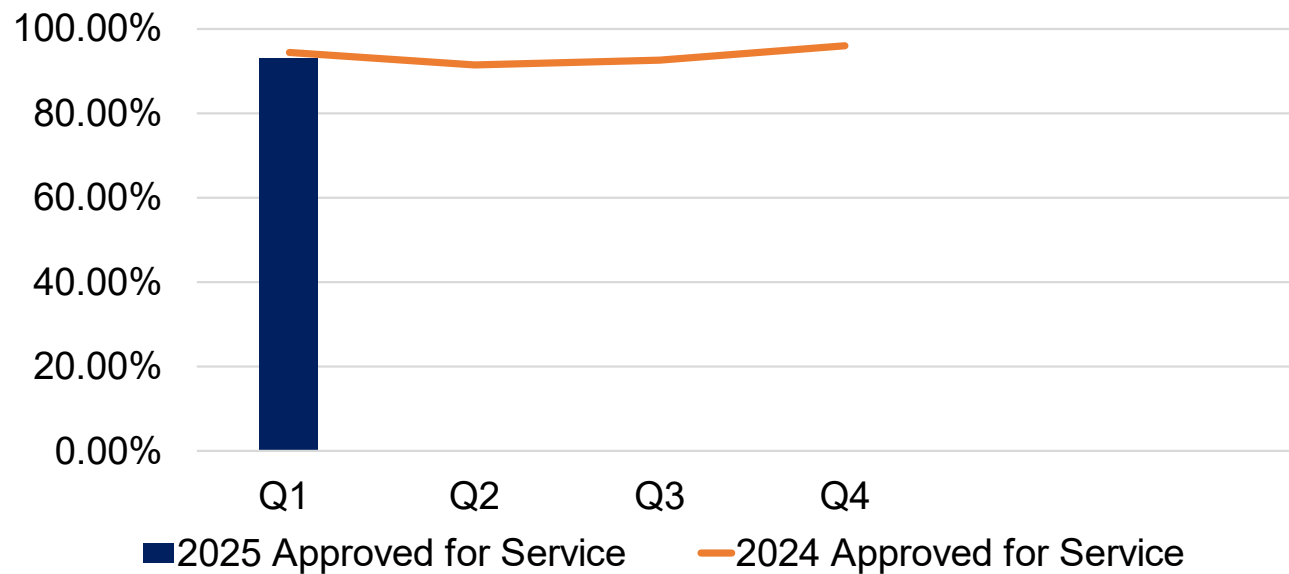


Figure 2: Shared Ride (DARTS) Trips Denied

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 in the report.

Figure 3: Applications Approved for Service



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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 in the report.

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

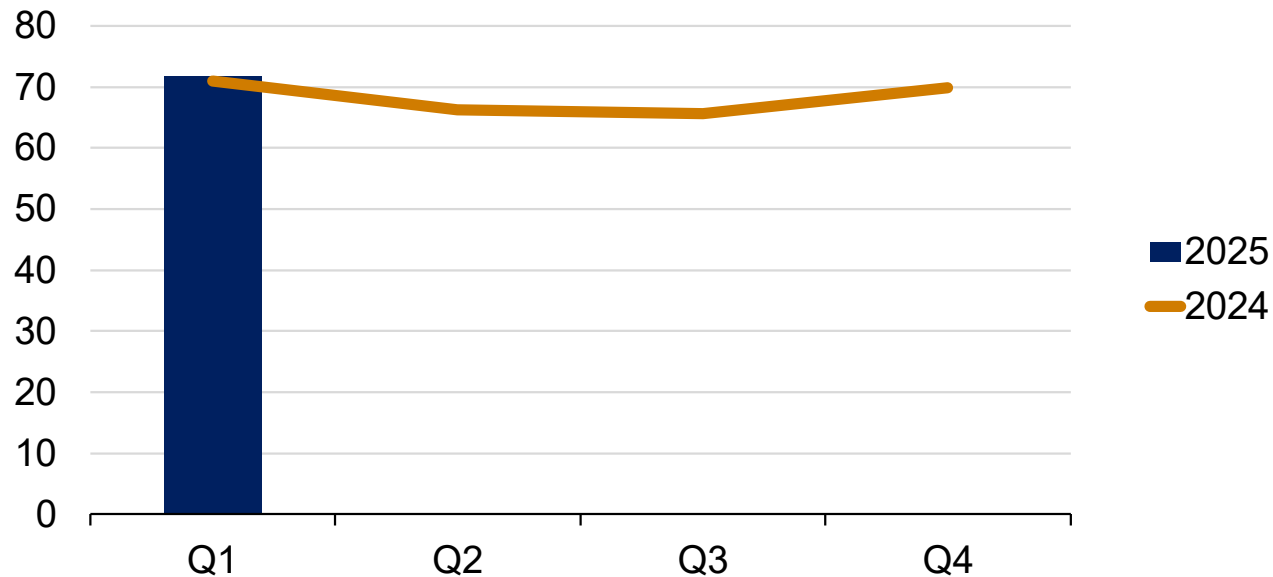


Figure 4: Contractor (DARTS) Calls Answered within Five Minutes

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 in the report).

Figure 5: DARTS Late Trips

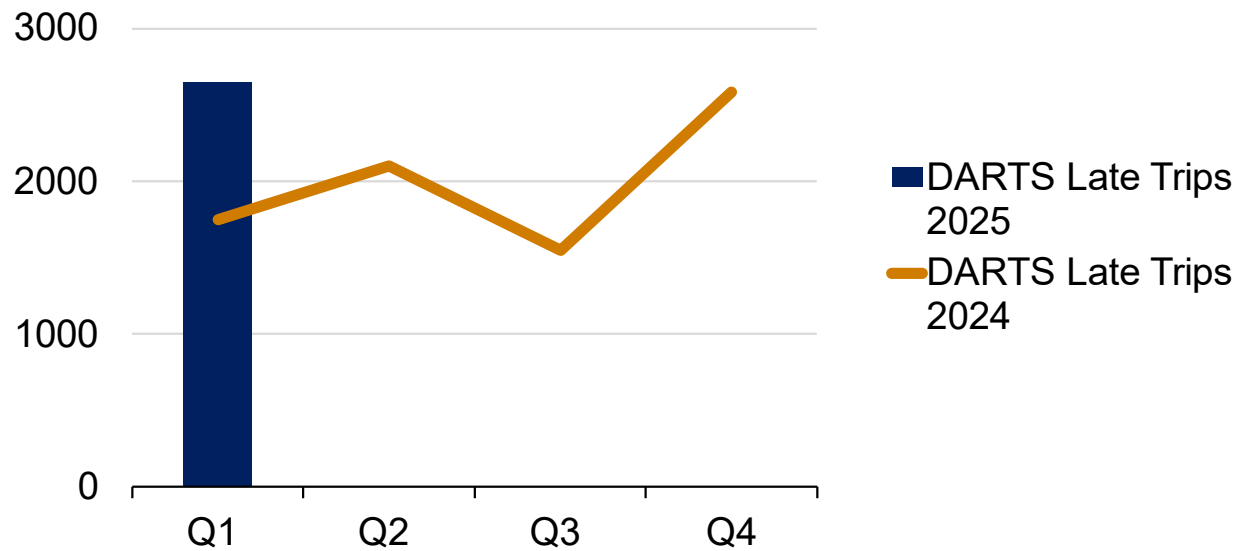


Figure 5: DARTS Late Trips

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 in the report.

Figure 6: DARTS On Time Performance

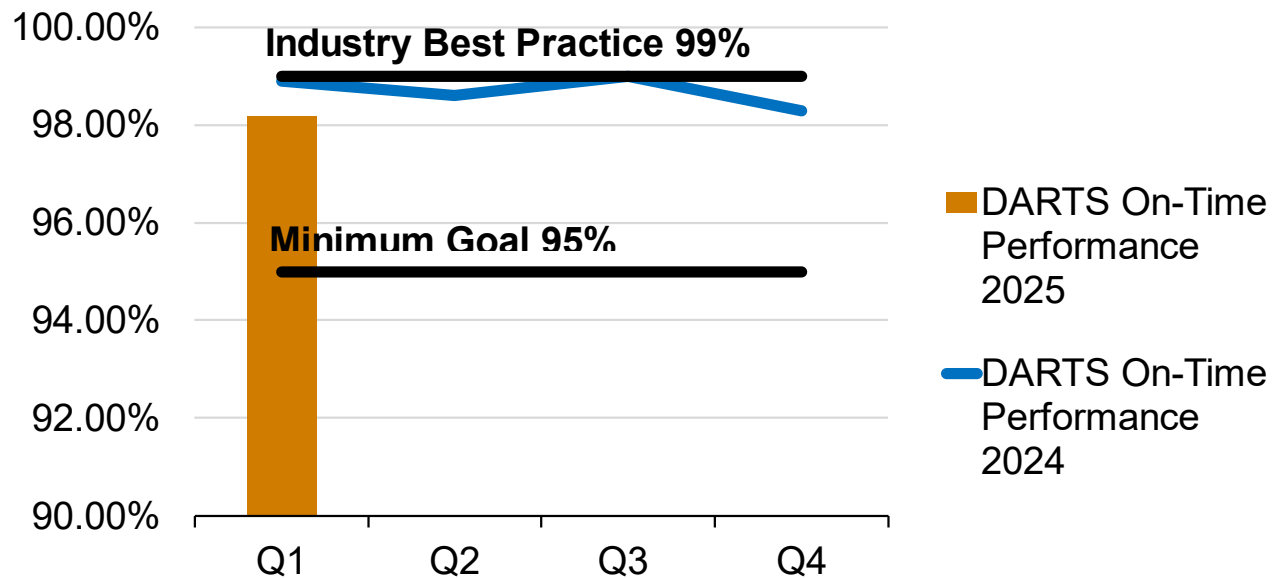


Figure 6: DARTS On Time Performance

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 in the report).

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

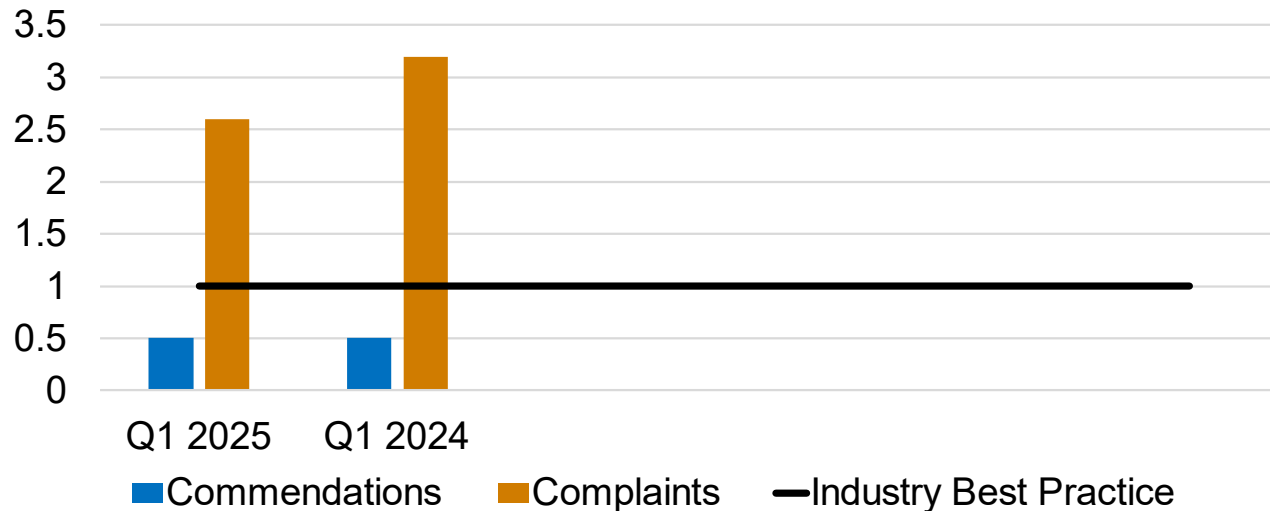


Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips

Figure 7 graphs Accessible Transportation Services and DARTS commendations and complaints per thousand trips 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 in the report.

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THANK YOU

Thank you.