



## City of Hamilton

# Report for Information

**To:** Chair and Members  
Public Works Committee

**Date:** May 4, 2026

**Report No:** PW22079(k)

**Subject/Title:** Accessible Transportation Services Performance

**Ward(s) Affected:** (City Wide)

---

## Recommendations

- a) That Report PW22079(k) **BE RECEIVED** for information

## Key Facts

- Accessible Transportation Services (ATS) is required to report annually to the Accessibility Committee for Persons with Disabilities (ACPD) on key performance indicators, as mandated by a past Human Rights Tribunal of Ontario decision. In 2022, Council directed that these reports be provided quarterly and to Public Works Committee. In 2025, annual reporting to both committees was established.
- Accessible Transportation Services is responsible for client approval and program/ contract management of the shared-ride service and the Taxi Scrip programs. The shared-ride service is delivered by a contractor (DARTS) and

their subcontractors. DARTS is responsible for daily operations, including call centre operations, trip booking, vehicle safety, on road service delivery and management of their subcontractors.

- The 2025 report was presented to the Accessibility Committee for Persons with Disabilities at Meeting 26-004 on April 7, 2026. The full report is available in Appendix “A” attached to Report PW22079(k).
- Appendix “B” attached to Report PW22079(k) summarizes contractor vehicle inspection results for 2025.

## **Financial Considerations**

Not applicable.

## **Background**

Public Works Committee, at its meeting of April 22, 2022, approved the following: “That staff be directed to report back to the Public Works Committee and the Advisory Committee for Persons with Disabilities on a quarterly basis respecting Accessible Transportation Services (ATS)” (PW Report 22-006, Item 3(d) (PW21055(a)).

Subsequently, Accessible Transportation Services and the Accessibility Committee for Persons with Disabilities moved to yearly reporting (PW25009), and Public Works Committee received the related recommendation report (PW25024).

## **Analysis**

The following is a summary of key facts and trends based on the data found in the annual 2025 performance report provided to the Accessibility Committee for Persons with Disabilities on April 7, 2026 (Meeting 26-004, Item 7.1 and Appendix “A” to this report). At the request of the working group, the annual report continues to include data going to 2019, to compare recent trends against those prior to the COVID-19 pandemic.

## *Trips Delivered*

- Accessible Transportation Services delivered 608,128 system trips through both the shared ride service on DARTS and the Taxi Scrip program in 2025.
- 2025 DARTS trip counts increased by about 2% over 2024 but were still about 31% lower than in 2019.
- DARTS trip counts were about 7% below the budgeted amount for 2025, delivered at a cost per trip that was about 1% below budget.
- In 2025, DARTS delivered 582,815 out of the 853,547, or about 68% of the trips that were requested, down from 2024 when about 70% of requested DARTS trips were delivered.
- In 2025, 13.5% of requested DARTS trips were cancelled on time, and 15.3% were passenger late cancellations or no shows.
- DARTS maintained a denial rate of 2.7% in 2025, which is an increase of 0.6% over 2024. This is still below the 5% goal set by the Ontario Human Rights Commission settlement, but higher than the industry average of 1.98% for large systems (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).
- The percentage of system trips taken by Taxi Scrip continues its downward trend, decreasing about 1% since 2024 and about 5% since 2019, when just over 8% of system trips were taken by Taxi Scrip.

## *Applications for Service*

- 2025 applications for service, though up from 2024 by about 4%, are still over 30% lower than pre-pandemic levels.
- Applicants are rarely denied eligibility, and this is unchanged from 2019-2025.
- In 2025, staff were unable to process about 6% of applications because they were incorrectly completed. The consent portion of the application is the section that is most often incomplete.

## *On-Time Performance*

DARTS 2025 overall on-time rate for trips performed approached 99%, which exceeds the Ontario Human Rights Commission target of 95%. Please note, for the purpose of this target, late trips are defined as trips arriving more than 15 minutes after the end pickup window, or 30 minutes after the negotiated pickup time. It should also be noted that a trip that is excessively late may end up being coded as a missed trip, which would be included in the trip denial count.

## *Call Centre Performance*

The 2025 DARTS call centre service level (the rate of calls answered within five minutes) improved to about 73% (a 5% increase since 2024). The average customer wait time on the phone was just under four minutes, but maximum wait times can last up to roughly one hour, especially during peak hours.

## *Complaints and Commendations*

The rate of Accessible Transportation Services and DARTS complaints in 2025 was 3.0 per 1,000 trips on the shared ride service, down from 3.3 in 2024. This exceeds both the 2016 industry average of 2.1 for large systems and the industry best practice of 1 complaint per 1,000 trips. The commendation rate for 2025 is 0.6 commendations per 1,000 trips, up from 0.5 in 2024. This is better than the 2016 industry average of 0.36 but still below the best practice of 1 commendation per 1,000 trips.

## *General Comments*

While the 2025 trip denial rate on the shared-ride service is still below 5%, it is concerning to see an increase over 2024, resulting in 22,865 denied trips. Accessible Transportation Services is working to assist DARTS to improve in this regard by enforcing the Late Cancellation and No Show policy (PW25050). In Q1 of 2026, we

have seen a decrease in the rate of late cancellations and no shows, year over year, since 2024 (refer to Appendix “C” to this report). However, preliminary data shows the Q1 2026 denial rate has increased to 3.1%, compared to 2.6% for the same period in 2025. More analysis is required, as it was thought that reducing late cancellations and no shows would allow DARTS to more easily accommodate trips.

Of note, the denial count in 2025 included 14,102 unaccommodated wait list trips. Similarly, the denial count in Q1 2026 included 4,660 unaccommodated wait list trips. Please note, the initial Q1 2026 trip denial count does not include scheduled trips that were not provided during the DARTS internet outage in February.

DARTS has advised staff that they are reviewing how the wait list is managed to improve both the denial rate and communication to customers.

## *Additional Metrics Related to the Contractor Performance*

### ***Vehicle Inspections***

Accessible Transportation Services continues oversight to keep contracted vehicles safe and reliable (see also Report PW24005). Appendix “B” attached to Report PW22079(k) summarizes contractor annual vehicle inspection results from 2022 to Q1 2026. These include results from both third-party mechanical inspections and on-site vehicle records inspections by City staff.

- The rate of vehicles failing their first inspection in 2025 was 3%. In Q1 of 2026, this increased to 4% but is still less than the 2022 rate of 10%. All vehicles that failed their first inspection subsequently passed a second inspection.
- Contractor vehicle maintenance records briefly improved, reaching almost 80% compliance in 2024. However, in 2025 and 2026, overall compliance has slipped to below 70%. Accessible Transportation Services continues to send detailed reports of records review outcomes to the contractor for their internal review and to support continuous improvement.

### **Contractor Compliance**

Accessible Transportation Services continues to address contractor non-conformance and serious matters when necessary. In addition to five performance related letters being sent in 2025, two such letters have been sent to date in 2026.

### **Alternatives**

There are no alternatives associated with this report.

### **Relationship to Council Strategic Priorities**

#### 2. Safe & Thriving Neighbourhoods

2.2. Make sure people can safely and efficiently move around by foot, bike, transit or car.

Tracking the above key performance indicators informs both continuous quality improvement and long-term planning for a safe, accessible, and sustainable service.

#### 3. Responsiveness & Transparency

3.1. Prioritize customer service and proactive communication.

Continued attention to these indicators supports oversight of Contractor performance.

### **Previous Reports Submitted**

- [PW Report 22-006, Item 3\(d\), \(PW21055\(a\)\)](#)
- [PW21055\(a\) Accessible Transportation Services Eligibility Audit Management Response](#)
- [PW25009 MEMO Accessible Transportation Services Performance Reporting](#)
- [PW25024 Accessible Transportation Services Performance Report Frequency](#)
- [Accessibility Committee for Persons with Disabilities on April 7, 2026 Meeting 26-004, Item 7.1](#)

- [PW25050 Accessible Transportation Services Late Cancellation and No Show Policy](#)
- [PW24005 DARTS Vehicle Safety Audit AUD220079a\) Update to Management Response](#)

## **Consultation**

N/A

## **Appendices and Schedules Attached**

Appendix A: Accessible Transportation Services Performance Review 2025

Appendix B: Contractor Vehicle Inspection Results 2025 – Year to Date 2026

Appendix C: Late Cancellations and No Shows 2024 – Year to Date 2026

### **Prepared by:**

Michelle Martin, Manager, Transit/ Accessible Transportation Services, Public Works

### **Submitted and Recommended by:**

Nancy Purser, Director, Transit, Public Works