

UPDATE ON DARTS SERVICE



February 2017

WHO WE ARE

- DARTS is a non-for-profit organization, committed to providing a safe, high quality, cost effective and customer-focused accessible transportation service.
- DARTS is subcontracted by the City of Hamilton
- DARTS is governed by a Volunteer Board of Hamilton citizens, 2 City of Hamilton Councillors and Ex-Officio Members of Public Works
- DARTS has been providing paratransit services for the city of Hamilton for 35 years

DARTS provides door-to-door service within the urban and rural areas of Hamilton, carrying as many people possible, by the shortest route possible.



2016 STATISTICS

650,000 Rides

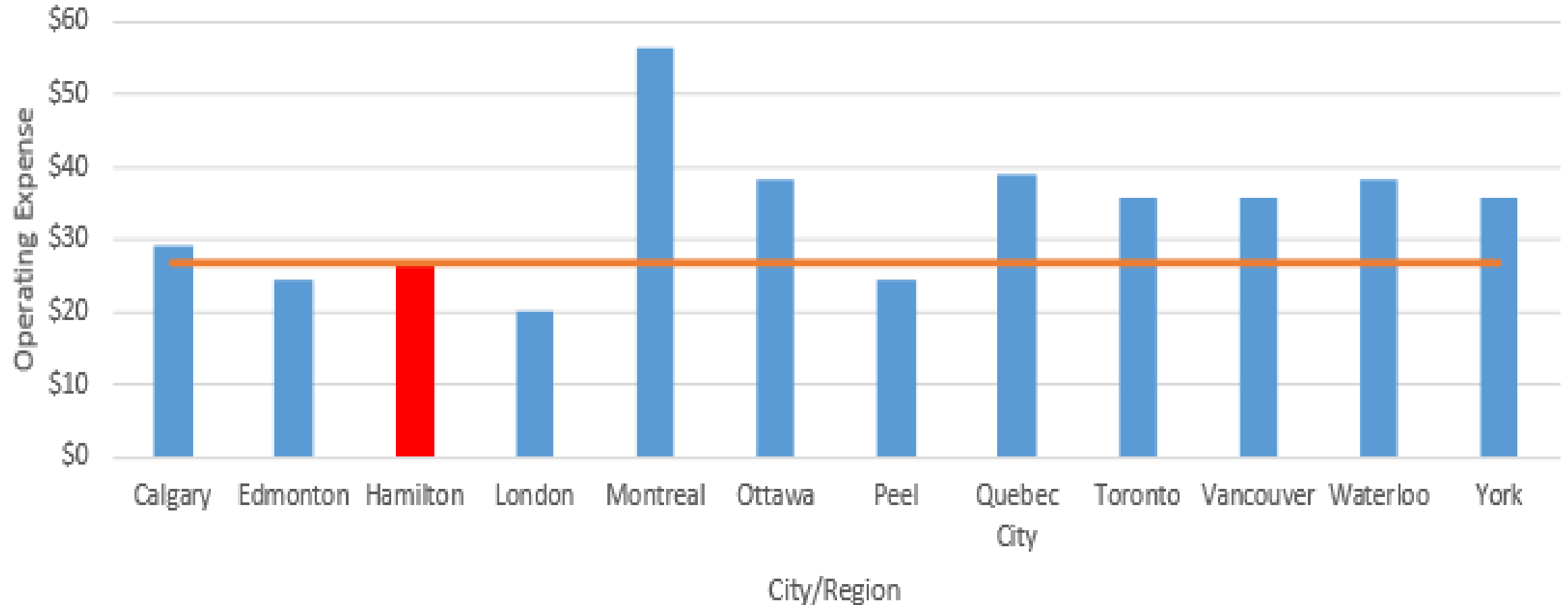
360,000 Phone Calls

98% On Time

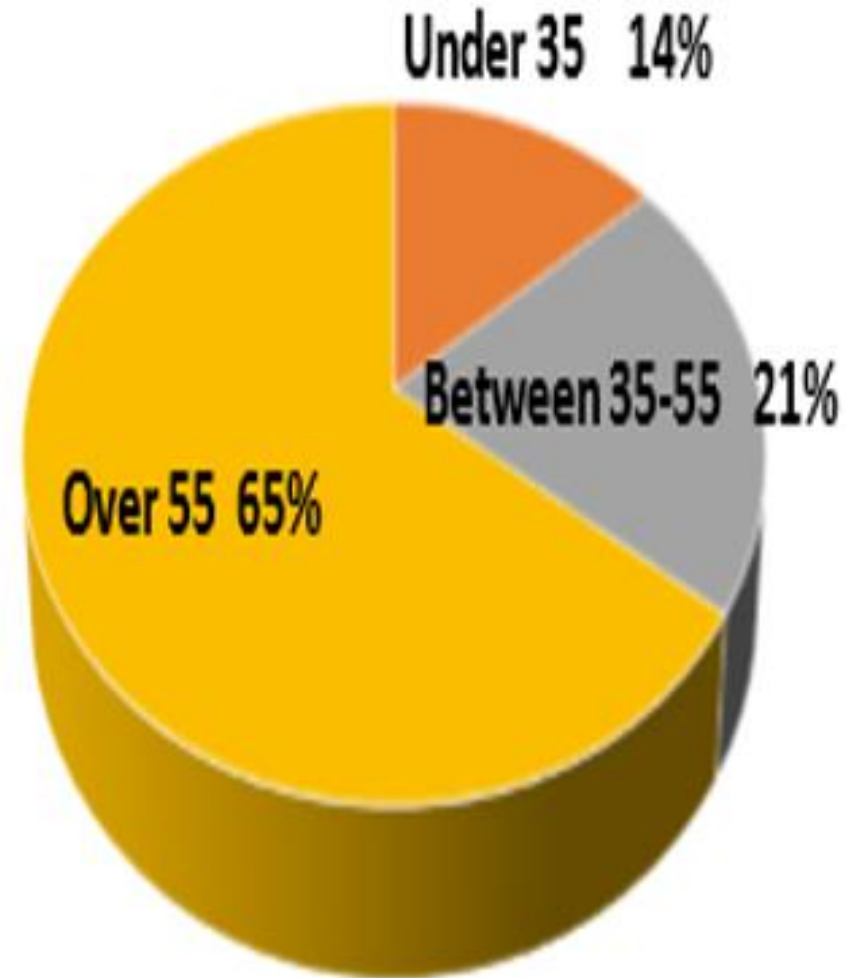
90% Satisfaction

\$16.6 Million Budget

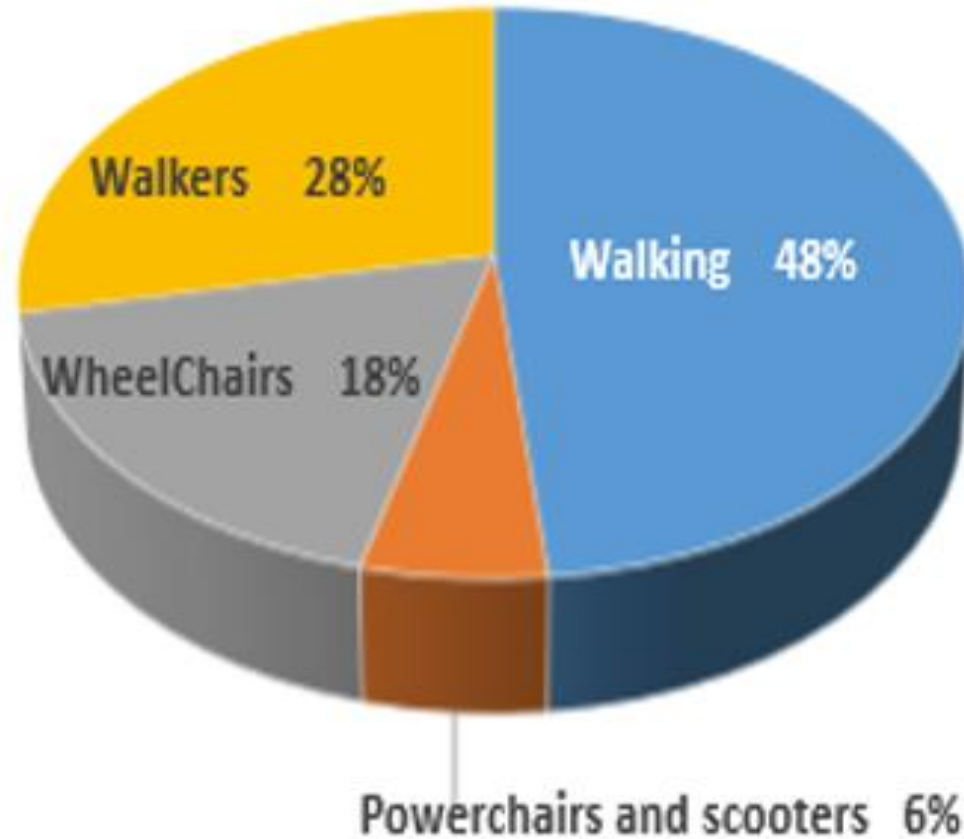
How do we compare to other cities?



HOW OLD ARE OUR PASSENGERS?

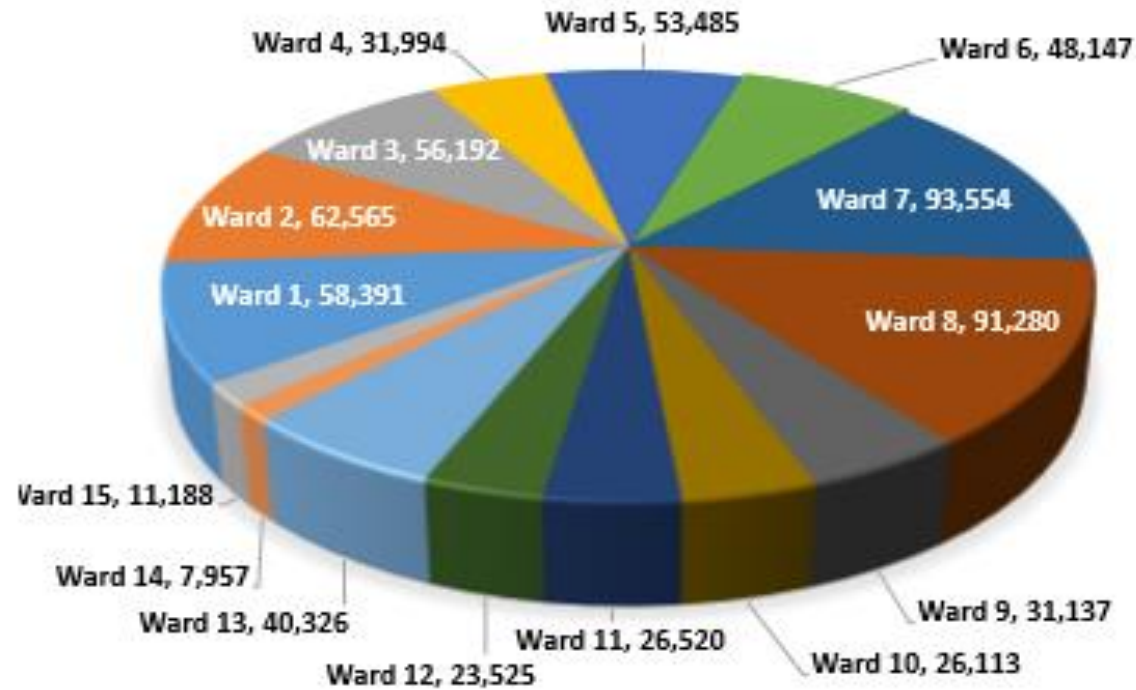


HOW MOBILE ARE PASSENGERS?



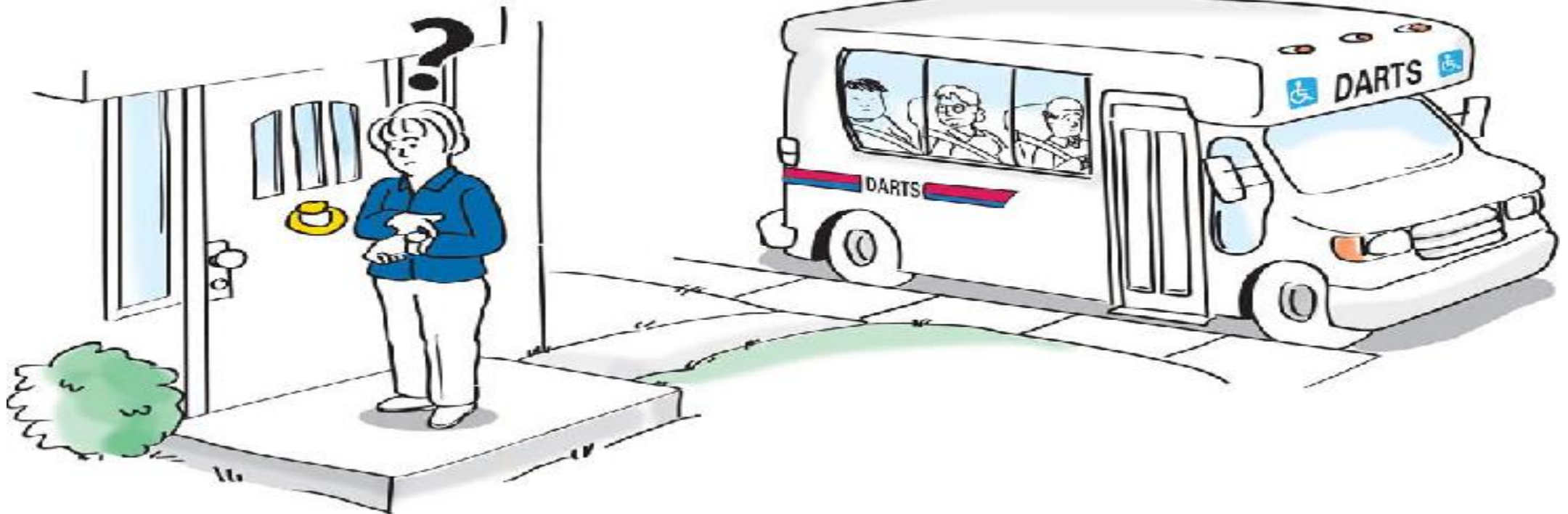
WHERE DO OUR PASSENGERS LIVE?

Passenger trips by address



ISSUES THAT AFFECT SERVICE

- Client cancellations or no show passengers

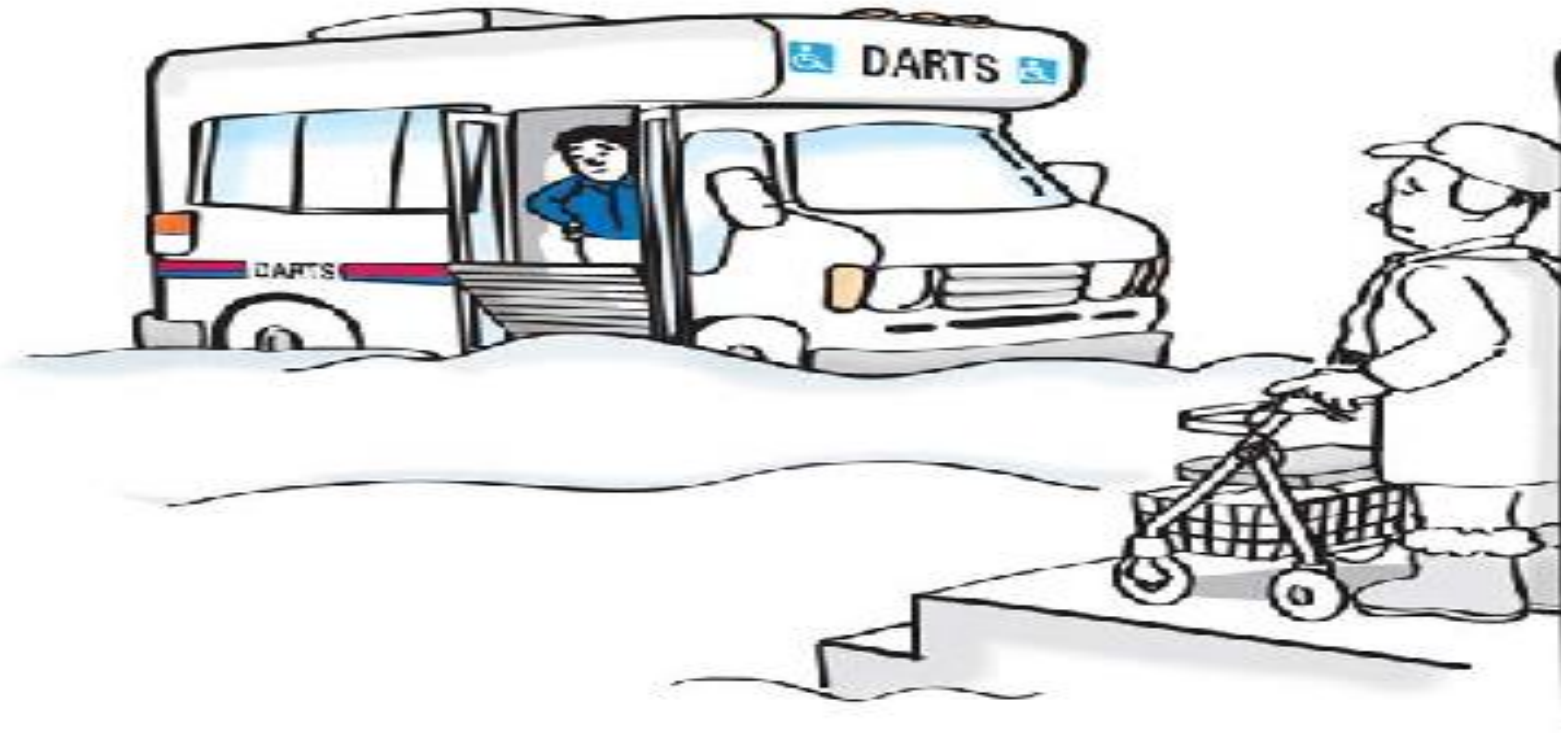


Passengers estimate their own pick up times. Some are reasonable but some don't take into consideration:

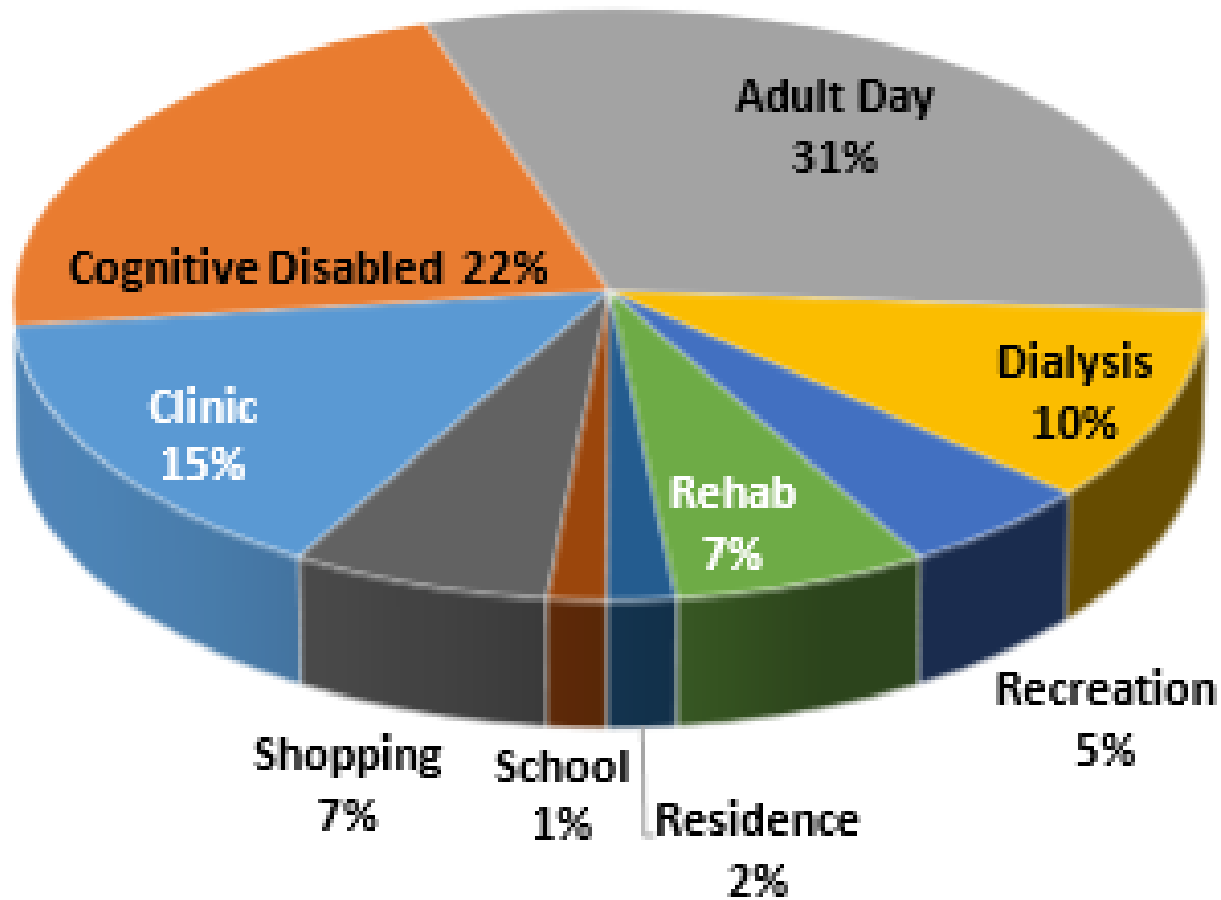
- Passengers cannot be onboard longer than 1 hour
- No two passengers are travelling to the same destination
- Traffic or road conditions, construction, accidents add to travel time



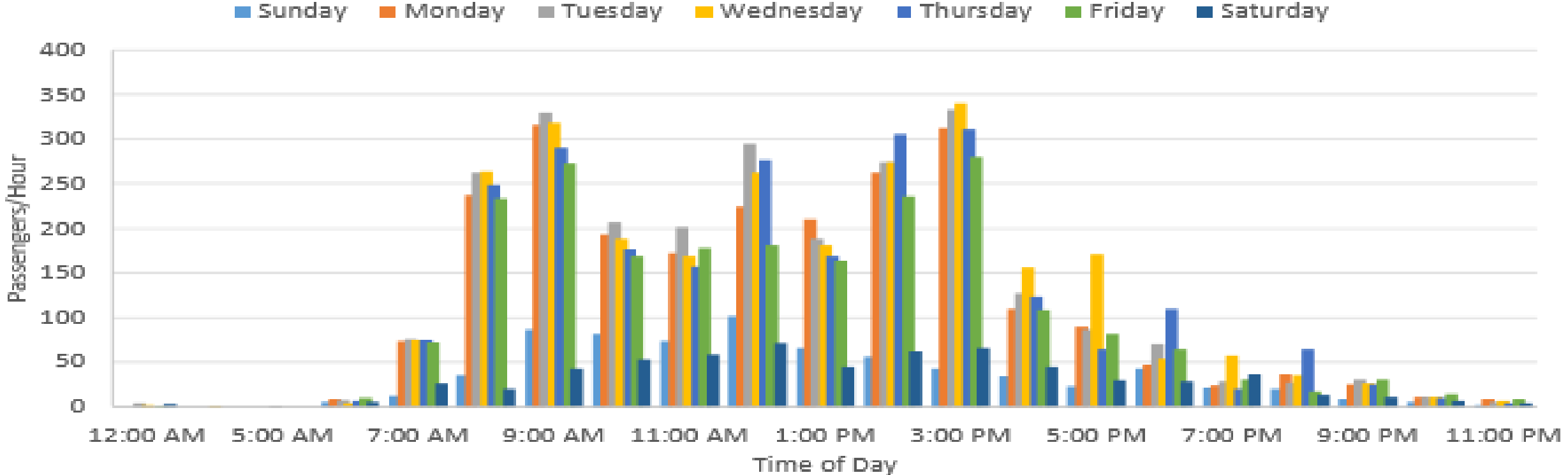
- Weather conditions such as snow that makes it difficult to load passengers and their mobility devices. Please keep your sidewalks clear.



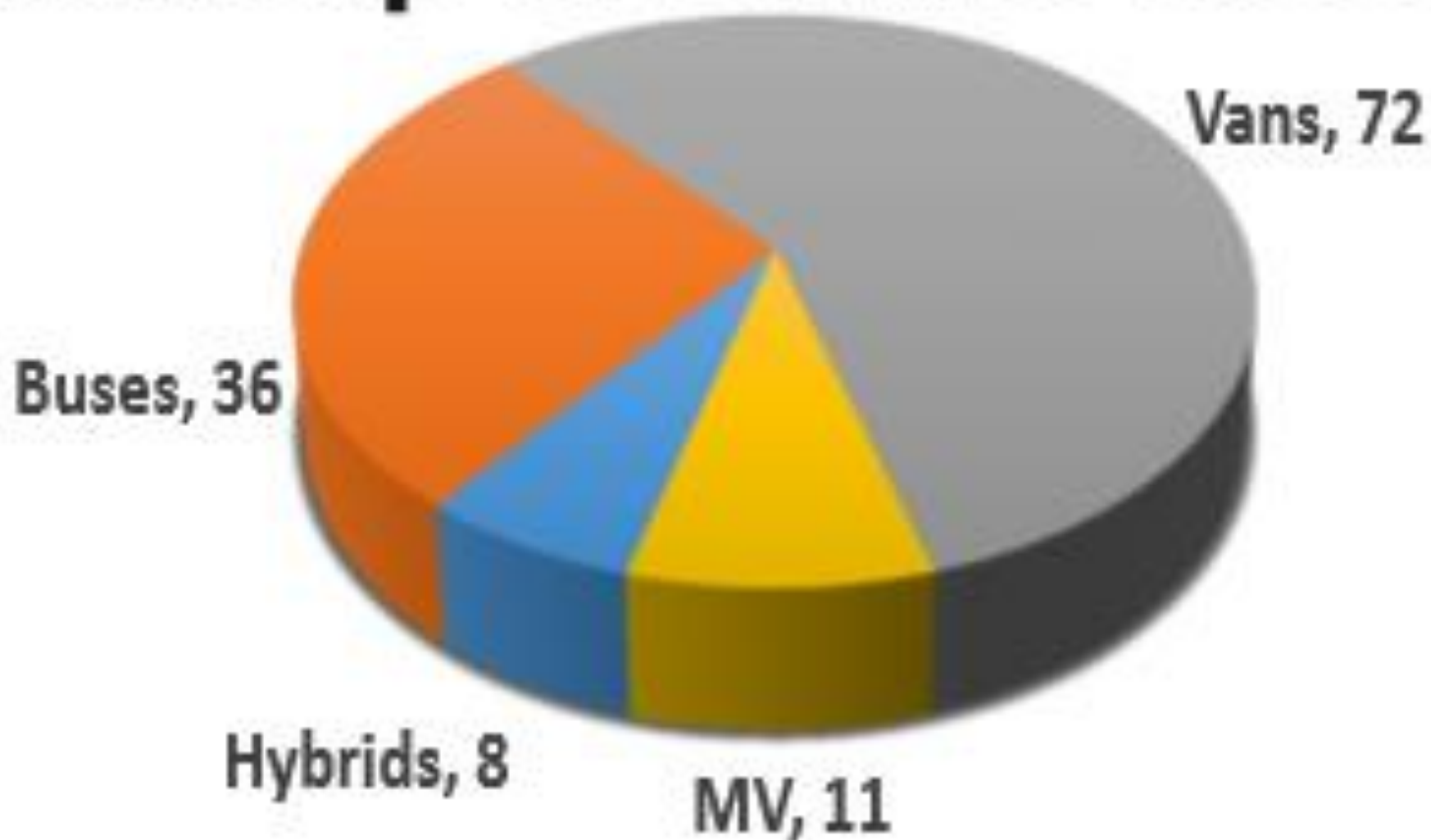
WHERE DO PASSENGERS GO?



WHAT TIME OF DAY DO PASSENGERS TRAVEL?



Makeup of DARTS fleet



DARTS SAVED \$1 MILLION IN 2016 BY SWITCHING FROM BUSES TO VANS



PROMASTERS AND MVs WERE INTRODUCED INTO THE FLEET TO PROVIDE A CHEAPER ALTERNATIVE TO BUSES FOR WHEELCHAIR PASSENGERS



THINGS TO CONSIDER

- DARTS is senior's transit
- People don't often give credit to good service but tend to complain about bad service
- What alternatives are there to consider?
- Will taxi drivers provide the same level of service?
- Will the service be there for me should I need it?
- What would I do if I didn't drive?

VISIT DARTS



Committee members
are invited to visit DARTS facilities at
any time to learn more about how
our service operates.

235 Birch Avenue, Hamilton