



## INTER-OFFICE MEMO

To: Maureen Anderson  
Confidential Assistant, Financial Services

From: Liina Marshall  
Manager, Access Transit

Date: July 31, 2013

Re: **FOI Request – 2013/179**

In response to the above FOI request, please find our reply below.

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The above mentioned FOI request asks for: "The number of HandyDART trip denials for each of the last five calendar years: 2008, 2009, 2010, 2011, 2012. Note: If this information is collected on a fiscal year basis and 2012/2013 data is available, the last five years of trip denial data by fiscal year would be a suitable substitute. "

Denials for HandyDART were:

2008: 4,876 denials

2009: 5,075 denials

2010: 13,455 denials

2011: 18,188 denials

2012: 37,690 denials

Please note that additional to denials we also have passenger "refusals", which occur when a trip cannot be fulfilled at the exact time that the customer asks for it, and a new time is suggested (or a one-way only trip), yet the customer refuses the suggested trip.

Sincerely,

Liina Marshall