

### Attachment 3

#### DATS Customer Satisfaction Survey - Summary of Key Metrics (2023, 2022, 2021, 2020)

<b>Booking Process</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Courteousness of the booking agent	95%	96%	96%	94%
Ability to book the day and time desired	88%	90%	91%	85%
Easy use of the I-Book System	92%	87%	87%	94%
Wait time to make my booking	85%	83%	82%	71%
<b>Pick-up Experience</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
On-time pick up	84%	82%	84%	83%
30 minute pick-up window	82%	77%	78%	77%
<b>On-board Experience</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
General safety while onboard	95%	96%	97%	90%
Cleanliness of vehicle	96%	96%	97%	91%
Level of comfort	90%	92%	91%	87%
Total travel time	84%	88%	86%	84%
<b>Drop-off Experience</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
On-time arrival	85%	88%	86%	87%
<b>Overall Satisfaction/Experience</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Overall DATS experience	93%	85%	92%	89%
Affordability	98%	91%	96%	91%
Courteousness of operator	93%	87%	94%	97%
DATS service operating hours	94%	86%	na	na
Assistance from the operator, if required	96%	86%	95%	92%
Receipt of pick-up / drop-off notifications	85%	80%	83%	87%
Consistency of service	85%	78%	89%	86%
Reliability (on-time performance)	83%	74%	86%	87%