



OFFICE OF THE MAYOR  
CITY OF HAMILTON

May 19, 2022

Disabled and Aged Regional Transportation System  
235 Birch Avenue  
Hamilton, ON L8L 0B7  
c/o Mark Mindorff, Executive Director (electronically)

Dear Ms. Kilburn,

At the May 18, 2021 General Issues Committee meeting, Hamilton City Councillors received a staff report outlining issues raised with Disabled and Aged Regional Transportation System ("DARTS") regarding matters of performance and the conduct of an ongoing audit by the Office of the City Auditor.

As you are aware, representatives from the City have met with the DARTS' Executive Director and the DARTS' Board of Directors to highlight the City's concerns regarding the safe delivery of service to the clients who rely on specialized transit and encouraged DARTS to take immediate action to address any deficiencies.

Council was informed that the Office of the City Auditor has begun a vehicle audit, and that of the first 40 vehicles sampled, 45% were found to be deficient. As a result, the scope of the audit has expanded to include an inspection of all DARTS vehicles and a review of DARTS' procedures. DARTS has been reminded of its responsibility to ensure the safety of all of its vehicles and urged by City representatives to have all of its properly vehicles serviced. The audit continues, and when concluded, the Office of the City Auditor will present a findings and recommendations report.

Council seeks assurances that swift action is being taken to protect the safety and well-being of those who rely on specialized service. DARTS has been directed that any vehicles which do not pass the City's inspection process are to be held out of service until the City is satisfied that the vehicle is roadworthy. We are also aware that there remain a number of DARTS vehicles which have not yet been inspected. Out of an abundance of caution, we are now directing that all vehicles belonging to DARTS or any of its subcontractors, which have not undergone and passed an inspection by the City be removed from service until those vehicles have passed independent inspections conducted by certified mechanics designated by the City. Further, should the vehicle require repair, it will not be placed back into service until inspected to the City's satisfaction.

The City is aware of the impact that these activities will have on ATS clients, including the possibility of disrupted, late or unfulfilled service. However, the City will work cooperatively with DARTS to triage trips to best support critical travel as the remaining vehicles pass inspections.

We are hopeful that DARTS will work with the City to mitigate service impacts and protect critical trips.

The City will issue a media release detailing expected transit-related service impacts and hold a press briefing at 10:30 AM EST today where we expect to provide high-level details of our concerns

We recognize that DARTS will receive this as unwelcome news. The City is DARTS primary customer, and the clients of accessible transportation not only rely on, but deserve, a quality service that is safe and reliable. To this end, we take these measures fully recognizing the impact, but out of an abundance of caution for the safety of our citizens.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Eisenberger". The signature is fluid and cursive, with a large initial "F" and "E".

Fred Eisenberger  
Mayor

cc: Paula Kilburn, Chair, Board of Directors, DARTS  
Janette Smith, City Manager  
Craig Murdoch, Acting General Manager of Public Works  
Maureen Cosyn Heath, Director of Transit