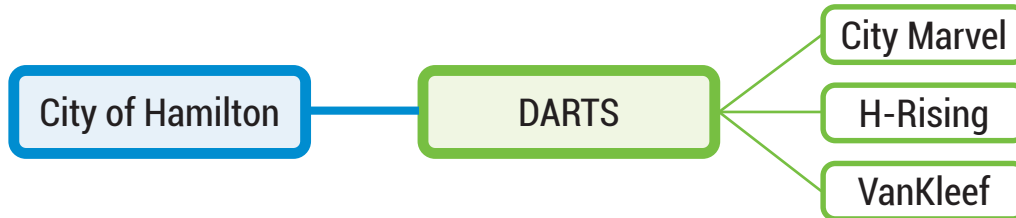


# ACCESSIBLE TRANSIT SERVICES IN HAMILTON

## Accessible Transit Service Delivery





### ACCESSIBLE TRANSIT SERVICES

	2019 (Pre-COVID)	2021 (During COVID)
Annual Spend on DARTS	\$22.5M	\$13.1M
Number of Trips Per Year	844,007	281,326
Number of Active Riders	9,819	6,058
Per Trip Cost	\$26.71	\$46.59

**73**  
Recommendations

### FLEET SIZE

	DARTS	City Marvel	H-Rising	VanKleeef
 PROMASTER AND MOBILE MV	54			
 MINIVAN	14	19	32	23

**46%**

Initial Fail Rate of the Vehicles Inspected

- Faulty brakes
- Leaking hydraulics
- Worn suspension
- Loose steering
- Bald tires
- Cracked exhaust pipes
- Rusted panels

### AUDIT THEMES

- QUALITY ASSURANCE PROCESSES
- QUALIFICATIONS
- SAFETY AWARENESS AND TRAINING
- INSPECTION PROCEDURES
- CONTRACT OVERSIGHT
- DATA MANAGEMENT
- MINIMUM STANDARDS