To the Honorable Mayor Fred Eisenberger
and Members of Council,

This letter is regarding the Para Transit Service for the City of Hamilton.
We are some Darts Para Transit Drivers who are very concerned with the future of this
service. Most of us have been employed for fifteen years or more, working with the
Disabled and Aged in this community and transporting them throughout the City of
Hamilton.

We do not have a high turnover of staff, due to the fact we earn a decent wage and
benefit package, and our clients are the greatest people to work for in this community.
We not only provide door to door service for our passengers. We often are an ear for
them, a shoulder to cry on, someone to laugh with, and most importantly showing
compassion and understanding so they feel comfortable and safe with us. We know our
passengers appreciate this Para Transit service and the Drivers who transport them.

We are not just a Transportation Service. We are a very important and much
needed Social Service for the Disable and Aged in our community. Our knowledge base
of our client’s individual disabilities and needs is something gained through years of
experience in doing our job. We are the front line workers of this service and do our very
best to provide professional service and transport them in a safe and timely manner.
Often we are rescheduling our schedules, to make them work. If the computers go down
and the hydro goes out we can still carry on with our job on the most part, due to this
knowledge base.

But in order for us to do the best job in an efficient and professional manner, we
need a unified work place and communications to be free flowing with the Drivers,
Dispatch and most importantly our Schedulers. At the present time we are not allowed to
discuss our schedules with ATS. The Drivers are the ones who know first hand what
works and what does or does not work. How can this be an efficient way of doing
business?

All of you have the task of deciding the future for the delivery of Para Transit in
this city. We need a ONE STOP SHOP for all Transportation. Public Transportation and
Para Transit should be under one roof. Para Transit is public transportation for the most
vulnerable people in our community. These clients could be your Mother, Father, Son,
Daughter or even yourselves. Don’t you think they deserve the same service?

We invite all of you to come and ride on our buses and talk to and listen to the
very people who will be affected the most by your decision. Our passengers would love
to have that opportunity to visit with you.
Talk to all the staff at Darts and ATS and get some real input from all segments of this
service.

We need to unite and work together to create the BEST TRANSPORTION for all
the people in the City of Hamilton and for those who visit this wonderful community.
Our clients deserve no less. These people all have Passenger numbers but they also have
names. We all know that numbers are pretty easy to work with but our passengers need
so much more. They need this stability and accountability.
Thank you for giving us the chance to help enlighten you in the search for the answer to a very difficult decision.

Sincerely Yours

c.c. Brian McHattie
Bob Brattina
Bernie Morellie
Sam Merulla
Chad Collins
Tom Jackson
Scott Duvall
Terry Whitehead
Brad Clark
Maria Pearson
David L Mitchell
Lloyd Ferguson
Russ Powers
Robert Pasuta
Margaret McCarthy

[Signatures]

[Signatures]
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[Signatures]

[Handwritten signatures of various individuals]