



## **Council of Senior Citizens' Organizations of BC**

Representing seniors in British Columbia since 1950

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May 21, 2025

The Hon Mike Farnworth, Minister of Transportation and Transit,  
TT.Minister@gov.bc.ca

Mr. Kevin Quinn, CEO, Translink, [kevin.quinn@translink.ca](mailto:kevin.quinn@translink.ca)

Dear Minister Farnworth and Mr Quinn

### **Re: Bringing HandyDART inhouse to Translink**

I am writing on behalf of the Council of Senior Citizens' Organizations of BC (COSCO BC) to add the voice of our 80,000 members from more than 60 affiliated groups located in all parts of BC to support the transition of HandyDART services to full public control.

HandyDART is recognized by seniors living in our communities as an essential component of ageing in place. Drivers are trained in accessibility needs and offer door-to-door service to riders, which provides crucial mobility and access to our community. Tens of thousands of Metro Vancouver residents as well as those in other parts of the province rely on HandyDART to get to medical appointments, adult day programs, and other essential services. Keeping older adults connected to their communities reduces social isolation, improves overall health and thereby reduces demands on our health care system.

The current privatized patchwork system puts riders and workers at risk. Sub-contracting to under- or untrained taxi services leads to unreliable service provision and an unacceptable level of unpredictability for riders. Shifting HandyDART to an adequately funded public service model would ensure dignity for riders and provide more attractive working conditions to recruit and retain the trained drivers who make this service possible.

Local leaders across the Lower Mainland have voiced support for bringing HandyDART in-house for good reason. Under Transdev's operation, HandyDART has become known for myriad safety problems, unreliable service quality, and poor working conditions for drivers. TransLink's own CEO noted in 2024 that the current review process is "a great opportunity to take a deeper look at how we can better deliver for our HandyDART users". Now is the time for that delivery to come through.

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Additionally, Minister Farnworth's mandate letter cites HandyDART's current model as a top priority for review. Now is the time to reaffirm the provincial government's commitments to align this crucial piece of our transportation system as a cost-effective, reliable, and functional public good.

COSCO BC members look forward to your continued support of reliable, accessible, and dignified transportation for older adults and persons with disabilities in all parts of this province who are unable to use regular transit.

On June 25, I urge you, as Translink Directors, to vote to bring HandyDART under public control.

Yours very sincerely

*Leslie Gaudette*

President, Council of Senior Citizens' Organizations of BC

cc.

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