

To City Hall

My name is Liza Worsfold I have been a para client for a long time now. I have been involved with my own advocacy work for myself for years. Let me tell you about some of the issues I have with transit, when you have to spend about two hours on the phone to get a ride for a medical appointment and then you can not get the ride afterward, so you have to cancel your specialized appointment.

Recently, I have been on the city news due to the treatment of myself and my certified service dog has received from some drivers, from yelling at me and my dog, refusing to hold my dog's leash when I get down with the lift. I remember one instance with a driver where he dropped me off at my location I asked him to bring my dog and hold his leash well dropping me off because we were in the middle of the parking lot. While he was putting me on the ramp we were being honked at by another vehicle, at which time he ran down and did not bother taking my dog down. I asked my dog to follow him, I was not assuming the driver would go over to the taxi cab car punch the window, and start using obscene language, leaving me and my dog in the middle of a parking lot, while I was stuck up on the lift unable to get down and grab my dog. In all I think it is very unprofessional. I Called and complained and spoke to a person by the name of [REDACTED] it was not the driver's responsibility to control my dog. he told me I told him I would fight this he told me you go ahead and try so that afternoon I went to the news with the argument it was like carrying down a walker, my dog is an assistive device when he is working and I won the argument.

Another story, I have for you that happened to me a couple of weeks ago in of two days being a driver weaving in and out of traffic to get to the location on time I feel if there were more funding put into these buses it would help the drivers and they would not drive so insanely

I had drivers start lowering the lift without me on the lift or just about to get on and the front of my wheelchair in dangling, I have vision issues so I can not see the lift very well, when this happens I feel that they are daydreaming or getting distracted in some way, which then puts me again at a safety risk.

In the same week I had a driver almost fall asleep at the wheel while driving me to work to the point where he had to slam on the break so he would not hit a car or go through a light I don't feel like the drivers do not get a decent break at all

There is much more I could speak about para but these are just full of my stories

To hear that their self-assessment was satisfactory I have to strongly disagree. If I was able to drive I would.' the safety of transit is questionable. We trust the drivers to get us to our location safely. Right now I do not feel safe.

These issues have to start from the bottom of the office to the complaint line all the way up to the highest person.

Change had to happen and it has to happen soon before something drastic happens to one of us. we have to start somewhere and why not hear from the people who use the transit the most

Again, I can not go and say I am satisfied with their self-assessment I have to again strongly disagree with this ruling.

Concerned rider and disabled advocate
Liza Worsfold