

April 6, 2018

Accessibility Advisory Committee  
City of London  
Jerri Bunn, Committee Secretary

Re: #6-521 Jeffreybrook Close

Dear Accessibility Advisory Committee:

I continue to experience accessibility issues with Paratransit and barriers continue to exist for myself and my roommates.

I provided an outline of my concerns on February 13, 2018 and my letter was forwarded to the LTC. I have attached their written response for your review. The letter states that several site reviews have been completed, however, a solution still has not been found and another site visit is highly unlikely to produce a solution.

The LTC and myself and my roommates are in agreement that the LTC is unable and unwilling to resolve the issue to restore the service that has been provided at our house under the same environmental condition for the past 28 years. Our house and street have not changed; LTC and Voyageur have previously indicated that service and vehicles have changed, which is preventing service to our home. Recently, this service has stopped or been provided sporadically and unpredictably.

Some drivers are refusing to drive down the road way, regardless of whether cars are parked in the laneway or not, and have more frequently insisted on picking up/dropping us off at the circle down the street instead of at our home. As I mentioned in my previous letter, this poses a severe health risk as my roommates are considered medically fragile with respiratory diseases that are susceptible to extreme weather. Additionally, wheelchairs are extremely difficult to maneuver through snow in the winter when the sidewalks and road have not been cleared. However, this would be mitigated with door to door service from Paratransit.

Again, this is a violation of our accessibility and human rights and we ask you and your committee to address the issue directly as the LTC is unwilling to resolve the issue with attention to our rights to a fully accessible community.

Regards,

**Denise McDonald**

Denise McDonald

Cc: Brian Dunne  
President/Chief Executive Officer, Participation House Support Services