

January 23, 2023

To the members of CWC,

I am writing to request delegation status at an upcoming meeting to share my experiences and perspective on the continued failure of the London Transit Commission to organize and maintain a functional specialized transit system for disabled Londoners. For almost 2 decades, countless advocates have sounded the alarm that those dependent on Paratransit are being left behind, be it from:

- an archaic booking system that often requires countless daily phone calls to book rides;
- manufactured scarcity of booking slots due to underfunding and understaffing;
- excessive delays in arrival times and trip duration as a result of scheduling inefficiencies;
- unresponsive committees that ask for feedback but do little to resolve the identified problems.

The current strategic planning process is the latest opportunity for City Hall to finally fix our broken system. I think it is vitally important the committee hear from those most affected by the service to understand how legitimately dysfunctional the service is, and what we can do instead to get Londoners moving.

Thank you,



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