

**From:** Laura Wall  
**Sent:** Tuesday, February 28, 2023 1:49 PM  
**To:** ppmclerks <ppmclerks@london.ca>  
**Cc:** Franke, Skylar <sfranke@london.ca>  
**Subject:** [EXTERNAL] Submission for Mar 8 SPPC Strategic Plan PPM

The following was dictated to me for inclusion as a written submission to the Mar 8 PPM on the Strategic Plan.

Hello, my name is Mark Quinton.

I've been taking paratransit for 38 years and at the end of last year and the beginning of this year it has been very hard to get through to the call takers to make a booking. If you really want to go out you're willing to put the effort in however, this can get frustrating as there were a few times that I dialed for over an hour beginning in the morning at the time you could start to call. And sometimes when you got through they couldn't take you or the times they gave you weren't what you needed.

I understand you are planning to upgrade the system to make it a lot easier. I'm on board with that but myself, because of my eye sight and hand control, I can't use computer technology. I'm in favour of technology but it won't help me as it will other people.

I hope computer technology is just one way to improve the system because I can dial the phone and speak. I wouldn't want it to change to just the computer because I don't have one and I wouldn't be able to use it.

I understand that you're hoping to reduce the pre-booking days. When I started 38 years ago it was one week in advance and now it is three days which is better but if you get it down to even one day before that would be better because it would be easier to make plans.

Without paratransit I wouldn't be able to get around the city like I do. I know there are wheelchair taxis but I can't afford to use them all the time. I'm able to transfer in and out of a car if family or friends are able to help me but I really depend on paratransit.

Thank you for considering my input by letter.

Sincerely,

Mark Quinton  
Baseline Rd W  
London