

November 3, 2024

Becky Dahl, Dipl.M.M. (she/he)
Manager, Legislative Services/
Deputy Clerk
Town of Collingwood

Good Afternoon Ms. Dahl,

In reply to your email October 25th I have some comments to share with you, and respectfully request that this letter be entered into the "Consent Agenda".

"Does not qualify as new information?" – Our position on this point is one of frustration and disappointment that Council and Staff have not given this topic (specifically, transit service for Collingwood residents with disabilities) the attention it needs to be an important part of the fabric of this community. The only time Council has ever taken prior deputations seriously was when we followed up with a petition and 2500 signatures. Even then you only signed up for two more years and did not read the contract carefully and the service shuts down 5:00PM.

HOURS OF OPERATION: We have been asking for two years to have on-demand, door to door transit service operating for longer hours so that residents using a wheelchair have the same level of accessibility as all other residents. Apparently, it is new information being that you have done nothing about the HOURS OF OPERATION requested in prior deputations.

ADD ON-DEMAND, DOOR TO DOOR TRANSIT SERVICE TO "TransitPLUS" – This is a BRAND NEW topic since on-demand service was part of Ace Cabs offering (including a subsidy of \$80,000+) until they went out of business September 30, 2024.

ADD ADDITIONAL VEHICLES/DRIVERS AS REQUIRED – This is another BRAND NEW topic and a wise recommendation to expand a service (TransitPLUS) already in place.

SOLVE THE HOSPITAL ISSUE – This is an ongoing problem that staff and council continue to ignore. As recently as last week a patient at Collingwood General & Marine Hospital was discharged later in the evening and was unable to arrange a ride home. Someone from the hospital finally contacted a resident and he voluntarily drove to the hospital in his own vehicle and took the discharged patient home. This should never have happened. Apparently, this is NEW INFORMATION because problems continue to materialize at the hospital.

CONDUCT A SURVEY OF BUSINESSES IN AND AROUND COLLINGWOOD THAT HAVE EMPLOYEES THAT GO TO/FROM WORK OUTSIDE THE CURRENT HOURS OF

OPERATION – This is once again another BRAND NEW topic and a heck of a good recommendation and, a means of gathering more information about what the public at large (your constituents) would like to improve and expand transit service as a whole.

EMERGENCY TRANSPORT FOR INJURED EMPLOYEES & SENIORS – As recently as this week I have learned that emergency transportation to hospital due to injuries on the job or, evacuation of residents of senior's homes requires either a taxi or an ambulance be made available immediately. Another reason to put on demand, door to door transit service back in place.

As stated in the draft deputation, we have been trying to work with Staff and Council for over two years to make the necessary improvements to transit service that; will help to provide a level of accessibility second to none, restore accessibility, dignity and independence for our residents with disabilities.

Sincerely,

P.E. Ireland

Paul E. Ireland
Advocate For Residents of Collingwood with Disabilities