

102-35 Marshall St.
Richmond Hill, ON.
L4C 0A5

June 12, 2011.

Dear Sir/Madam

I feel compelled to relay to you the events of May 7. I was at the Yonge and Finch Streets Terminal returning home to Richmond Hill.

After a brief wait the bus arrived. It was a series "10" bus. The driver asked if I would please wait for the next bus that would be along within five minutes. The next bus arrived promptly as promised and was a series "5". I was able to board easily and unassisted to continue my journey. I wonder what would have happened if it had been frigid weather or I had been in a terrible rush.

Several days later on May 12, I was travelling home from Newmarket. The first Viva Blue to arrive at the terminal was a "10" series bus. The driver *again* asked me to wait for the next bus. Although I was *very* annoyed and tired, I waited.

The next bus arrived a couple of minutes later; another series "10". I wasn't waiting to be asked again to delay my travel plans; I boarded immediately. After driving forward down the centre of the bus, I had to navigate in reverse into the tight spot allocated for mobility devices. After a few futile attempts, I physically transferred to a seat, while the driver finished the manoeuvring. *(I am one of only a few that is able to help out in this way.)*

To disembark, the driver didn't allow me to turn my scooter around; he thought the bus was too narrow. Instead he insisted on controlling the scooter with me on it, reversing me right down the somewhat narrow ramp and off the bus. It was a tough job and he did it well, but it was so time consuming. So much for his schedule.

Travelling on public transit has improved so much in the last several years, but the current situation on Viva is just intolerable.. It seems Viva has taken one step forward and three backwards. I must ask WHO is making the decisions concerning the procurement of the new Viva vehicles, and WHO is our disabled representative who checks the viability prior to purchase? Not only is it almost impossible to get into the disability space, but we have to reverse our mobility devices to disembark. There are no rear doors or enough room to turn the device to drive forward down the narrow ramp to disembark. Reversing a scooter to disembark is not only time consuming to manoeuvre into the correct position; but it's so absolutely dangerous. York Region and Viola Transportation are leaving themselves wide open for numerous lawsuits

This situation is totally unacceptable. Travelling on mobility equipment is difficult enough at the best of times; rush hour will be a nightmare. The drivers are not happy with these "10" buses nor are we the disabled. I can only imagine how annoyed the general public will be by the delays caused by mobility devices being loaded and unloaded. During rush hour passengers will have to disembark (in all weather) in order for us to disembark.

I understand there will be designated bus lanes coming soon where the buses will travel in the middle of the road. I can't wait to see and experience that fiasco!

Warm Regards,

Karen Lanthier