

Marlane Lepine
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Dear Sir/Madam

Today I met with Vito Spatafora and discussed the deplorable conditions of the new series 10 Viva buses. As a disabled person on a scooter, I have been riding Viva happily up and down Yonge from Toronto to Newmarket and beyond since its inception.

The other day I was in Newmarket and series 10 bus showed up. What a joke this was. NOT FUNNY!!

I entered from the front which is very narrow but do-able. Then I had to drive down the aisle, and then back into the allocated disability spot. Because there is a stanchion in the way, it was a complicated manoeuvre. This displaced four seated passengers. To get off the bus, I had no choice but to turn around, which displaced another four people on the other side of the bus. Turning around allowed me to drive off the bus rather than backing off, and risking a fall from the extremely narrow ramp.

Not only were the people on the bus annoyed but the driver was upset because of the disruption to his schedule, and I was livid.

I'm the best driver in town and this is totally inadequate. WHO was the person that approved the purchase of these vehicles? Obviously this person is an able-bodied person with no insight into disability issues.

What looks good on paper doesn't always work.

Kind Regards,

Marlane Lepine