



February 19, 2014

Pat Seed, Chair
Citizens with Disabilities – Ontario
c/o Green and Associates Law Offices
712-170 Laurier Avenue West
Ottawa, ON K1P 5V5

Dear Pat:

Thank you for your letter of February 17, 2014 regarding an accessibility service failure on Greyhound's service from Toronto to Kitchener in January.

We sincerely regret this unfortunate event and the inconvenience and frustration suffered by our passenger. We have worked directly with her to apologize for the service failure, to obtain her feedback and to address her concerns. We believe she is satisfied with our resolution, which includes increased driver training and additional equipment inspections.

Greyhound Canada is proud to serve all Canadians safely, comfortably and affordably. As a founding member and continuing contributor to the Intercity Bus Code of Practice, we take our responsibilities to the growing accessible needs community very seriously.

While this incident was distressing, in our view it is an isolated event. The great majority of our accessible needs passenger moves are conducted without incident and to our customers' satisfaction, and we track our performance on such moves carefully.

We continue to make changes to our operations to ensure we deliver the best service, and we welcome comments and suggestions from our customers and stakeholders. Thank you for your feedback.

Yours truly,

GREYHOUND CANADA TRANSPORTATION ULC


Stuart Kendrick
Senior Vice President, Canada