



Citizens With Disabilities – Ontario

www.cwdo.org

“Together We Are Stronger”

c/o Green and Associates Law Offices
712-170 Laurier Avenue West, Ottawa ON K1P 5V5
807-473-0909 (voice) or pat.seed@tbaytel.net

February 17, 2014

Canada.info@greyhound.ca

Greyhound Canada Transportation Corp.
1111 International Blvd, Ste. 700
Burlington, Ontario L7L 6W1

To Whom It May Concern:

Citizens with Disabilities – Ontario is committed to the rights of all persons to participate fully in the civil, cultural, economic, political and social life of their communities, including access to transportation.

Recently, there was a story in the Toronto Star regarding an issue related to accessibility on a Greyhound bus involving a passenger in an electric wheelchair. CWDO read with dismay the Toronto Star article [“Wild Ride for Laurier Student in a Wheelchair.”](#)

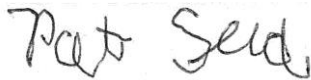
Although we understand from time to time equipment will break down, we hope that the review your organization is currently conducting regarding the incident will allow for changes to be made in training and operational policy. CWDO would be willing to work with you regarding ways to improve your accessibility policies and procedures that would better serve your passengers with disabilities.

We also believe that it is important Greyhound communicate the findings of the review with the passenger affected by this and to networks of people with disabilities and their organizations.

One of our suggestions would be for Greyhound to consider establishing an accessibility advisory panel made up of transportation experts and members of the disabled community. This advisory panel would be in a position to provide Greyhound with advice and recommendations regarding the transportation needs of persons with disabilities. Another suggestion would be for Greyhound to ensure equipment is functional, even in extreme cold weather.

We will look forward to receiving your response to our suggestions and we appreciate Greyhound's willingness to conduct a review regarding this particular incident.

Sincerely,

A handwritten signature in black ink that reads "Pat Seed". The signature is written in a cursive, slightly slanted style.

Pat Seed
Chair, Citizens with Disabilities Ontario