

----- Forwarded message -----

Date: Mon, Sep 19, 2016 at 3:26 PM

Subject: RE: Fwd: ENQUIRY: Access to city pools

Hi,

Yes I'm now out of the hospital after 2 stints. One for 11 days in ICU and another 7 days in isolation for a bug. Hopefully I am done with it all. It wasn't a fun experience!

Have you heard anything about the taxi situation?

I had a bit of a bad experience the last time I went into the hospital. I called Capital Taxi to take me to the hospital and was told that it would take from 10 to 20 minutes to get a cab. Which was fine with me. I waited 30 minutes then I called them back and the lady on the phone said she would get back to me when the cab would be arriving. After a few minutes I got a call from the dispatcher who was very apologetic saying that none of the drivers wanted to pick me up. I asked why and he didn't have an answer. He said he was very sorry but there was nothing he could do about it. There was a light rain so I gather they didn't want to get out of their vehicle!

I'm not sure how we can put pressure on the taxi cab industry to start policing their own drivers. Maybe the city should threaten to cancel their licenses if they don't live up to the expectations of the public. Do you have any suggestions on what I should do to advocate for something to happen?

----- Forwarded message -----

Date: Monday, 11 July 2016

Subject: Accessible Taxi Service

To: Edmonton City Council Members,

I am forwarding an email that I sent to the city administration a while ago. It was suggested that I send the same email to you and to the Advisory Council on Disability.

Last winter and this spring I have tried numerous times to get a wheelchair accessible cab. I am usually told that he will take up to 45 minutes to get a cab. I usually phone back after 30 minutes and I've been told many times that they still haven't found a cab for me. I have tried with all 3 Companies Co-Op, Yellow and Capital taxi with the same result. In the winter of 2015, it didn't take that much time to get a cab. But now it seems that even in warm weather I'm still told up to 45 minutes and face the same predicament when they don't show up within that time making me late for my appointments. I've gotten to the point where I only use the public bus system as they are much more dependable. This city has more than 80 accessible taxi licenses out. It seems odd that when you phone they are all so busy. If I remember correctly, the wheelchair accessible taxi licenses were given a

substantial break on licensees. Was there any restrictions or obligations that people who rely on the wheelchair taxi receive priority service?

Sincerely yours,