

**Arlene A.W. Jamieson**

**November 22, 2015**

**Reference Committee of the City Of Barrie**

**RE: BACS Transit for City of Barrie**

**Due to an incident that occurred at the South Barrie Go Transit: Which never should have happened. (911 had to be called for a lift assist)**

**My daughter Amanda who is 34 years of age, spastic diaplegic and deaf. Amanda is unable to travel unattended. At the age of 10 when I made the application for the Bacs Bus and was granted the card #1055. We have resided in the same place for the last 22 years and used the service possibly 4 times. I asked to use the service once a few years back and was told that they needed 5 business days in order to book the call to be picked up. Ok fine.. no issue But this time they had time, we inquired about using the Bacs service, and again got declined as she is no longer using a Wheel chair. Amanda is using a small scooter.. Was rudely informed by the person at their office. The driver will drive away if she isn't in a Wheel chair. Why asked a Scooter is still a device for mobility. Again was told straight off no Wheel chair no service. I wasn't happy with this as I am no longer able to push Amanda as I have had a double hernia repair, and have sciatica issues. We were going to the Santa Clause Parade in Toronto by Go transit. (Train)**

**My issue is the following: We were never notified about policy change, but received a letter with reference to the ownership change and we needed to have the service registered with them too use the service.**

**Why in the City of Toronto, not being a resident did their mobility service have no problem picking us up at Union to take us to Bloor and St George, and pick us back up to return us to Union so we could come home. NO Problem gave Amanda a temp account.**

**But Barrie Bacs service is horrible.**

***This incident had endangered my Daughters and my safety! Amanda slid down beside my car, no one around to assist me, it was dark at the South Barrie Go station. In a far distance a Bacs bus was just sitting there. I needed help. Frightened yes, as my phone was dying with no power and I had to call 911 for a lift assist. That ambulance could have been used elsewhere, my daughter was lying on the ground beside the front passenger seat of my car. If Bacs would've picked us up in the beginning this wouldn't have happened.***

***Not been offered a lift this time by the service provider and told that an update would have been required before next ride with medical. Nothing Just the word NO.. Amanda is not 10 anymore, has a walker and a scooter. Doesn't own a wheelchair.***

***I was talking with my neighbor Tracy who is also severely disabled and has also been declined service for same reason. This can't be justified!!***

***Disabled is Disabled, Use of their equipment shouldn't be the issue. Unable to walk without the assistance of a device is still the same.. NO Difference. Ask the Client what is your device and that should be the end of it.. Don't decline the client use of the service because they haven't updated there medical with BACS..***

***I am Amanda's Mother, very dis-satisfied with the Bacs Service.. They endangered mine and my daughters Safety. We live alone together, and I needed to use this service with my daughter. We shouldn't have to justify using it.. Amanda walks with walker in the apt. but is unable to walk long distances outside.***

***I want the mandate of this service changed to meet the clients needs. One phone call should be needed residence or not.. Barrie is growing, treatment centres are coming into the hospital. Traveling by Bus and staying at hotels these folks have to use cab services to and from treatment WHY?? Many using devices to walk with. Why are we being declined for what our tax dollars are paying for... This company needs to change their mandate for your constituents and visitors.***

***Sincerely,***

**Arlene Jamieson**

*Resident of the City of Barrie*

**Amanda S. Thompson**