

**From:** [REDACTED]  
**To:** [delegations](#)  
**Subject:** Re: Transit Executive Committee Meeting  
**Date:** March 7, 2023 12:21:04 PM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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My daughter, [REDACTED] using Durham Transit's Specialized Services daily Mon-Friday to attend her Day Program at Nova's Ark in Whitby, ON. At least once or twice a week, she is unable to get transit either to Nova's Ark or from Nova's Ark due to cancellations. This is very frustrating, because we then have to find an alternative method of transportation, if at all possible. On some occasions, she has been unable to go to her program.

When Durham Transit staff had access to the old booking system, things ran more smoothly and scheduled rides were not lost in the 'still processing' stage, on the day of a ride. We would know in advance what her regular pick-up and drop offs were due to the consistent subscription service. I didn't have to continually call into to Specialized Services attempting to get answers because I already knew Jayde's schedule.

Staffing also appears to be an issue with the main cause for cancellations being staff calling in sick. Can more driver's be hired? I really don't know what can be done, but I do know that I am not the only parent affected by the current shortcomings.

I would love to hear back from this committee with what will be done to ensure that the community's vulnerable adults like my daughter are not left stranded with no ride or access to their programming due to frequent cancellations or rides that simply don't get booked.

Thank you.

Nicole James-Wright