

From: [Niagara Region Website](#)
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Subject: Online Form - Enquiry from Region website
Date: November 10, 2024 3:57:09 PM

Enquiry from Region website

To reply, copy the email address from below and put into 'To'. (if resident entered their email address)

name

Diane Foster

phone

[REDACTED]

email

[REDACTED]

municipality

St. Catharines

subject

Delegate a council

comments

I am applying to delegate at the next council meeting on Thursday, regarding Paratransit. I have ongoing concerns about the lack of efficient reliable service. According to the aoda we are to be treated with dignity and respect and we are not and I would like to address this at the council meeting please. Thank you Diane

reply

yes

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<https://www.niagararegion.ca/government/council/writtenletter.aspx>



From: [Norio, Ann-Marie](#)
To: [Norio, Ann-Marie](#)
Subject: FW: Council presentation
Date: November 20, 2024 10:07:43 AM

From: diane foster [REDACTED]
Sent: Tuesday, November 19, 2024 3:53 PM
To: Norio, Ann-Marie <Ann-Marie.Norio@niagararegion.ca>
Subject: Fwd: Council presentation

**Niagara Region
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I believe Paratransit could be better utilized, made more efficient, and service the vulnerable population of people with disabilities by providing an efficient service. By eliminating the Rideco program and finding a system that is efficient and doesn't take the customer out of customer service, you will be making better use of the funding available to Transit.

It is my experience as a frequent passenger on the Paratransit system, the vans zigzag across the city, adding time and expense to each ride. Although the Transit commission has been told on numerous occasions, Rideco does not provide what they promised in that the closest van is not dispatched, but passengers must wait for one to come across the city. They don't seem to want to listen to those of us who are actually experiencing such things. They listen to Rideco and of course Rideco is going to tell them the system is functioning properly.

If management would listen to what drivers and passengers have to say, they would find this is not the case. My experience is I can be on the van for as long as an hour and a half, because I'm told it has to do with where the next ride is. Well after an hour and a half on the van, the next ride is my pickup, and I haven't even been dropped off yet! This is not customer service. Many times I have planned my day, which includes anywhere between four and six rides everyday, to get my errands run in a timely manner. When I end up on the van for an hour and a half, I do not get done what I intended to do.

Invest in more vans, as well as a better program to service the clients and it will be a better service for everyone.

By going back and looking at how many rides were serviced before Rideco, and how many are serviced since Rideco, I believe you will find many more passengers were taken care of prior to investing in Rideco.

Thank you
