

Fiona Crean  
Office of the Ombudsman, City of Toronto  
375 University Ave  
Suite 203  
Toronto, ON M5G 2J5

March 22, 2013

Dear Ms Crean

The Canadian Music Therapy Trust Fund runs a store front clinic (The Music Therapy Centre) at 1175 Bloor St West. A large percentage of our clients use WheelTrans or some form of accessible transportation. We had asked the City to install a wheelchair loading zone outside our Centre so that our clients could park long enough to disembark and enter our space.

The City did agree to our request and installed signs indicating that there was an accessible transportation loading zone outside our Centre. Unfortunately, the sign to the east of our door is difficult to see, especially in the summer when the trees are in bloom. People park in the spot all the time. I've called the City to ask if there could be painted markings on the road and curb so that people would refrain from parking there. I was told to call the Parking Authority and they would come and ticket the offenders. Although that sounds like a fair compromise, it just does not work for our clients. By the time the Parking Authority police arrive, the offender is long gone. Our clients have to be wheeled or walk with the aid of a walker, at least half a block to the closest parking space. Again, that doesn't sound like much but when it's raining, snowing, extremely cold or extremely hot, it is very uncomfortable for people who are already part of a marginalized society.

We appreciate the effort the City made in installing the signs but it has to be more clearly marked. If the driving public cannot clearly see the signs, they park there in error and our clients pay the price. Having a clearly delineated area for accessible transportation would help immensely in making everyone's life a lot easier.

Thank you.

Sincerely,

Christine Lever  
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