

Original From: Tony McLaughlin [
Sent: Wednesday, June 05, 2013 02:09 PM
To: Office of the Mayor
Cc: McHattie, Brian; Farr, Jason; Morelli, Bernie; Merulla, Sam; Collins, Chad;
Jackson, Tom; Duvall, Scott; Whitehead, Terry; Clark, Brad;
maria.person@hamilton.ca <maria.person@hamilton.ca>; Johnson, Brenda;
Partridge, Judi; Powers, Russ; Pasuta, Robert
Subject: FW: Tmailto

Good morning I would like this incident to be formally introduced to council and that the Mayor please put on the agenda and I have no problem having this complaint being made public could you please use my e-mail as the public complaint thank you Tony McLaughlin

Message -----

Sent: Friday, April 12, 2013 10:52 AM
To: Merulla, Sam;

Subject: Taxi Cab

Good Morning Mr. Merulla

I am sending this email to inform you of an incident that occurred Thursday April 5th, 2013 in front of the Sheraton Hotel.

My parents were trying to procure a taxi home after leaving the doctor. My mother is wheel-chair bound and is unable to use bus transit. They chose to try and get a taxi at this particular spot because the cabs are sitting idle waiting for customers. The first taxi my dad approached took off just before reaching him. The second taxi driver my dad approached told him in no uncertain terms that he "doesn't take wheel chairs". He turned from my father and got back into his cab and ignored him. It's obvious that the first taxi driver had the same attitude. My parents were now stuck downtown. My father proceeded back inside the mall with my mother in her wheel chair. My father spoke with someone inside the mall who offered to phone the cab company in question to complain. My mother was too upset now and just wanted to get home. The woman then offered to call a different cab company (Blue Line). My parents managed to get home with the second cab company.

My parents are seniors, mother is 79 years old and father turned 80 this past January. He is her full time care giver. The only reason why they found themselves in this situation was because my mom was attending her monthly doctor's appointment, otherwise my Dad does all the shopping, etc. Thank God my father is healthy and able to get around on both feet. I feel this type of incident happens more than we would think and shows how difficult life can be for the handicapped.

My father spent 38 years working and paying taxes and my mother raised four children on one salary. To this day they still attend weekly mass at St Charles (my sister takes them). I would have taken them last week to the doctor but I had my hands full with babysitting my two grandchildren under two.

Considering all the press lately regarding discriminatory practices against handicapped persons and their ability to get around the city unencumbered. Reinforces to me and my parents that my mom or any handicapped person is more a burden to be ignored or treated unkindly.

My husband is an executive member at 1005 and suggested I send this email as my parents live in your riding and your past history fighting for the underdog. My only expectation is that this incident is mentioned during your next council meeting and that all members of council know the difficulties faced each day for our handicapped neighbours.

Just so you know this is not the first time my parents have suffered discrimination when taking a cab and 9 out of 10 times the taxi driver is not happy to get out of his cab to lift the wheel chair into the trunk. But they do expect a tip at the end of the trip.

Sincerely

Pat McLaughlin

Sent wirelessly from my BlackBerry device on the Bell network.