



December 9, 2025

Regional Council, Region of Waterloo

Regional Municipality of Waterloo Administration Building
150 Frederick Street, 2nd Floor
Kitchener, ON
N2G 4J3

Dear Chair and Members of Regional Council,

As a representative of CNIB, I am writing on behalf of blind and low vision residents in Waterloo Region who make use of the MobilityPLUS taxi coupon program. We are concerned about the impacts that proposed changes to the Taxi Coupon program will have for our members who rely on this service.

The proposed 2026 budget includes MobilityPLUS Taxi Coupon price increase of \$10 to \$40 per book.¹ This is a 25% price increase. MobilityPLUS customers—seniors and people with disabilities—are more often found in lower income groups. It is concerning that this group of residents is being asked to bear such a burden, given that many of them have less disposable income than other populations, and more limited transportation options.

The second concern I wish to highlight is GRT's plan to stop couriering or mailing taxi coupon books. The GRT website states that "Effective January 1, 2026, GRT will no longer provide courier services for product deliveries, including Taxi Coupons. Customers may pick up their orders in person or arrange a courier at their own expense."² Community members have shared the MobilityPLUS phone system indicates that smaller numbers of taxi coupon books will no longer be mailed via Canada Post, either.

These changes represent an excessive burden on vulnerable members of our community, who have limited transportation options. With only three locations in the region where one can purchase taxi coupon books, it is

¹ [2026 Budget and Transit – Grand River Transit](#)

² [Taxi coupons \(TaxiScrip\) – Grand River Transit](#)



unreasonable to expect that every MobilityPlus customer who uses the Taxi Coupon program has the means to pick up their own Taxi Coupon books. I ask you to reconsider this decision. It is essential you keep a method of mail delivery available to customers and not require everyone to pick up Taxi Coupon books in person.

Access to reliable and affordable transportation is critical for individuals who are blind, Deafblind, or have low vision to be a part of their community. A decision to increase Taxi Coupon prices and discontinue mail and courier delivery services will materially impact our clients' independence and ability to access their community. I urge you not to implement these changes.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Galster".

Andrew Galster
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CNIB is a non-profit organization driven to change what it is to be blind today.

We deliver innovative programs and powerful advocacy that empower people impacted by blindness to live their dreams and tear down barriers to inclusion. Our work as a blind foundation is powered by a network of volunteers, donors, and partners from coast to coast to coast.