

clerk@hamilton.ca

From: Frisina, Anthony
Sent: January 19, 2019 1:30 PM
To: clerk@hamilton.ca
Subject: DARTS
Attachments: Presentation to City Council.docx

Hello,

As per the request of councillor John-Paul Danko, please see the attached reflection that summaarizes a DARTS point of view. As per Mr. Danko's request that this document be seen by councillor Jackson. Please note this document is in rough form as I understand the transit meeting is fast approaching and I wanted to ensure the information was presented.

Anthony Frisina
Student Services Representative, External Tutor, Invigilator & One Card Support
 Mohawk College
 135 Fennell Ave. West Hamilton, ON L9C 0E5
 (905) 575-1212
www.mohawkcollege.ca

Need money to help you through the fall semester? Complete the MyMohawk Financial Assistance Profile today to be considered for all available Scholarships and Bursaries: mohawkcollege.ca/financialprofile

This E-mail contains privileged and confidential information intended only for the individual or entity named in the message. If the reader of this message is not the intended recipient, or the agent responsible to deliver it to the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this communication is prohibited. If this communication was received in error, please notify the sender by reply E-mail immediately, and delete and destroy the original message.

OFFICE OF THE CITY CLERK	
JAN 21 2019	
REF'D TO	_____
REF'D TO	_____
REF'D TO	_____
ACTION	_____

Presentation to City Council

Thank you for the opportunity to write this report on behalf of myself and others who have had numerous difficulties with DARTS. As the owner of this letter, I would first and foremost like to introduce myself. My name is Anthony Frisina, I am 38 years old, I am a Mohawk College Graduate in Enterprise Business and Office Administration – Executive and General programs respectively. I am a Catholic Youth Organization Ambassador, Rick Hansen Foundation Ambassador & Difference Maker, Forward Movement Delegate, Pan AM Games Torch Bearer from 2015, Mohawk College Accessibility Advisory Member, 2014 Mohawk College Alumni of Distinction, Community Producer for Cable 14's show entitled "Above & Beyond – Bridging the Gap to Accessibility & Inclusion and 2019 Enactus Mohawk Project Manager, which is a project-focused initiative toward building custom ramps in alignment with StopGap to provide a more accessible and inclusive down core in various BIA communities. I am employed at McMaster University as a Standardized Patient and Presider and employed at Mohawk College as a Student Services Representative and I use a wheelchair to attain my freedom as I was born with Spina Bifida & Hydrocephalus.

I have been a user of DARTS for just over two years and my only previous experience with DARTS was when the current Mayor (Eisenberger) and I spent a day together as part of a pre-event celebration that welcomed the national event Rick Hansen Wheels in Motion in June of 2008.

I would like to first address something that's near and dear to my heart and that is a matter of respect, dignity and integrity. This is something no matter disability or not everyone deserves. When calling DARTS, you are addressed with an abysmal greeting "Hello my name is (insert name) here can I start with your passenger ID?" While it's "covered" by the word "start" in their eyes, is that any way to "start" a conversation with anyone? I encourage you to cold call DARTS reservations bare witness to this lack of respect first hand. A greeting like that does not authenticate my existence. I am a name first. In meeting with the Customer Relations Sub-Committee, I validated this statement with the follow excerpts." – I am NOT [redacted] as my DARTS identification number indicates, I am NOT [redacted] as my Mohawk College employee identification number indicates. I am not [redacted] as my McMaster University employee number indicates. My name is Anthony Frisina." At Mohawk College and McMaster University where I am employed, I am referred to as "Anthony". My identification number is second to the person that I am. Our students - at Mohawk College, as of the 2015 enrollment rate was 30,066 each student possessing a unique identification number, and I can only make an educational hypothesis that currently that number is larger, and of that number each student at Mohawk College is a person first. The total enrollment of McMaster University based on 2014 numbers was 30,117, each possessing a unique identification number to their person, but are people first. The point of sharing this information with you today I believe is clear, regardless of the amount of calls DARTS reservations tend to daily, we are people first. I can respect the fact that people have similar names and the differentiator after subsequently clarifying a name can then be a number, personally speaking, from a similar situation, I'll clarify the individual from their date of birth if needed.

There are two forms of service – direct and indirect. From a DARTS perspective from the amount of calls and through hear-say, it's my understanding that number is approximately 3000 per day and subsequently equal to or relatively close, high or low, to the number of rides per day. In my day to day job predominately at Mohawk College, myself and my team facilitate various services to students and the community. When providing face-to-face service, their number is secondary to their name, when providing service over the phone, their number is secondary to their name. This is paramount in treating the individual with the respect and dignity they deserve as people. The demographic and volume of clients that DARTS services daily should not compromise any customer service standards and practices.

I would like to now address the respect towards the individuality of the consumer. Just because we fall under a disability demographic no two people with a "difference of ability" which is a phrase I would prefer to use hereafter in this presentation and should be treated as such. In the Sub-Committee meeting, I presented a solutions-based approach to this, a grandfathering in of a third-party Occupational Therapist who would meet with the client and present an open, non-biased, needs assessment that is a binding agreement between the OT, client and DARTs that is in the best interest of the client rather than a uniform policy that everyone must adhere too. To present an example in my case "client does not require seatbelt on wheelchair". As DARTS vehicles have them on board, I felt this was a silly requirement for myself, while respecting the fact of why it's in place. This established profile would exempt me from the seatbelt on my wheelchair. I now have it exempt, although with numerous struggles with ATS, and DARTS as the claim was "it was for the ramp". Personally, if I were to have a fall, anywhere, I would not want to be attached to my wheelchair and worsen the potential blow.

Booking DARTS – You have a 7-day window for booking your appointments within the week. Calling DARTS unfortunately is the most viable option without a user-friendly web-site which is not AODA compliant according to WCAG 2.0 guidelines. Those who are blind or low vision can experience differentiating colours. Calling DARTS unfortunately to ensure you attain the desired time for your ride 7 days later you're calling at 8:30am 7 days before. This a) clogs the line, takes up close to an hour of your time. I would love to see an "automatic call-back" in place or better yet, more user-friendly options and a larger window to book an appointment "two weeks from Tuesday" to get it out of the way. Website, app where all your information is stored, book the pick-up time, location and drop off point, and the return pick up time, pick up location and pick up point. Often after waiting for turn in the queue you are informed their computers are down, and have to call again, so there goes an hour of wasted time. Surely DARTS can find a solution to alleviate the constant outages of their computer, systems and server. There was a time in the summer where the system was down for a full day without a contingency plan and drivers were informed to go to prime locations where they pick up passengers to see if anyone needed a ride (day programs, dialysis are two major bookings for DARTS). You can book same day often times, surely following health care guides you can book in excess of a week if you so desire too and if online receive a confirmation email.

My wheelchair is my freedom. No driver should commandeer my wheelchair without my permission. According to my proposed "agreement" between DARTS, OT, and myself. The driver must ask me if I need assistance before assuming. It's been a glowing reflection based on my years of conversations with DARTS, that this is a matter of incorrect training. I have spoken with drivers who've been with DARTS for over 20 years and surely DARTS must comply with AODA, which only came into effect as law on June 13th 2005. Shouldn't policies be updated? Training be updated to reflect this? Regardless of what mobility device you use, you should be required to ask for permission to assist the client. This also conflicts with the Ontario Human Rights Code with regards to the right for my independence.

15-minute window, shared ride & efficient on-board times – The 15-minute window is in place for a reason, and while I respect that, there needs to be some accountability on DARTS and the client. If a driver shows up outside the latter end of the window that should be a free ride for the client if they pay, if they don't their route should be direct. Often times the majority of my rides are to and from my primary location at work – Mohawk College and often times it's direct, but when it's not, I find myself calling into to the same day line and asking why I am I going to be on the vehicle for 30-45 minutes. Surely going from Limeridge to Mohawk College – Fennel Campus (zone 1) can't take that long and is that the most efficient use of resources? If I am going a longer distance then that makes sense, when calling in and hearing "it's a shared ride" to me is using it as a disclaimer, rather than something that really makes sense in this case and as per my previously mentioned individual plan, I am an easy drop off, as I can escort myself to do the door, I don't need help leaving the vehicle unless I ask, just being disengaged from the vehicle and the ramp set out for me. This falls in line with ensuring integrity and respect, while some require it, it's important that respect those who don't. With respect to shared rides and on-board times, I simply request that routes make sense. Being driven past a destination to drop someone else off doesn't make the most sense. The two people need to be on different vehicles, and we need to have adequate supply with vehicles and drivers and the schedulers need to be aware of that or drop the first passenger off. My response to this is based on the on-board time for the first passenger coming up to the mandated one-hour max on board time.

Direct discourtesy of drivers and inside staff. Two recent events occurred – the mornings of Jan 10th and 11th respectively. Calling in to inquire about the long on-board time as I had a 7:45am pick up and was going to zone 1 at Mohawk College, I was first told by the reservationist that a) when I start work at 8:30am I need to book an hour in advance, well based on the distance and policy logistics if the driver shows up at 7:30 being on the earlier end of the pick up time then there's my hour. I then disputed the 45 minutes on board time, reiterating the short distance and the fact it didn't make sense from an efficiency standpoint, after the driver attempted to direct me, trying to intimidate me, undermine my intelligence. He altered rides so that I would be going direct. Many drivers agree with me that it should be direct being the distance and the ease in drop off protocol which I propose. There had been times where reservationists input wrong information. As Cable 14 is 150 Dundurn St. S and drivers waited for me at 150 Dundurn St. N. thus, wasting my time and the drivers time. This should be an automatic field so this does not happen. Jan 11th. I had a very mouthy driver. Exiting 200

Limeridge Road W. the driver decided to turn right instead of left. I politely said, going left on onto West 5th would be more efficient. The driver then rudely said "I'm driving, and I'll get you there". So he went his way and dropped me off at the wrong entrance, explaining "I dropped you off here last time", that was last time as I had a meeting which that entrance was closer (zone 4) at Mohawk College. Don't assume, we had an exchange of words and he went to what was indicated on the tablet. Truthfully, I did mention ask him to drop me off at that zone last time, rather than call in because the location was the same and it was a better use of my time to ask the driver rather than waste time calling in the change. The feeling is, the feel they can intimidate clients and intimidate persons with a difference of ability and elderly because we are perceived as weak. I have been told that drivers are told to lie when they are outside the window, and some do, some don't. They are told to say, there was an "accident" or "traffic" well the city's app alerts me of cede situations. The reality is the driver goes from one end of the city to another and that is far from efficient. In June, I was picked up at Ron Joyce Children's Health Centre (325 Wellington) taken to Flamborough Downs Area to drop off another client before me, because the client had been approaching the hour window mark, when it would have been more efficient to drop me off and hop on the link close by my residence to take the other passenger home. More vehicles and man power alleviate this.

On Oct 12th 2018. I had a pick up from Aldershot at 12am as I was in Toronto for the Ticats v Argos game. DARTS did not show up. I assumed they closed their inside offices as they stop taking calls at 11am. I had to take an accessible cab home because DARTS apparently showed up at 1am and my app was showing various times and being malfunctional. I was reimbursed but was very troubled by this issue.

Vehicles – The Toyota Siena's and Dodge Ram Promasters specifically are horrible vehicles. The Toyota Siena's do not allow me my independence and freedom as it's electronic buckles and the driver must assist with boarding and unboarding. The Dodge Ram ProMasters are simply horrible vehicles overall. "Nothing About Us, Without Us". The official site states "huge cargo space". Great? I am cargo now? Not only a number, but cargo? I am a human being. For your reference here's the link.

<https://www.ramtruck.ca/en/promaster/2018#efficiency-02>.

I feel many elderlies and more severely disabled are being manipulated, which skews the efficiency numbers because those who are answering questions/surveys (which I have not seen one). Are answering in distress, in fear of losing out on rides if they speak badly about DARTS, which impedes their freedom of speech.

Earlier last year I approached a local radio station to voice my displeasure of DARTS, specifically being treated as a number. Here's the link.

<https://globalnews.ca/news/3353379/hamilton-man-displeased-with-darts-customer-service/>

As you can see per Jessica Brennan and a 2016 survey they claim to have a 90% satisfaction rate. Now is that of all passengers, a certain demographic of passengers? That number can easily be skewed to getting that 90%. I requested more information on that number, but to no avail.

I would like to now introduce you to another passenger, J A Mohawk College Student/Alumni, who is visually impaired. Below you will find an e-mail thread with a conversation that he has endorsed me to speak about in this document.

Re: Darts computer outages and expenses

J

Fri 2019-01-18 1:23 PM

To:

Frisina, Anthony;

[EXTERNAL EMAIL ALERT – BE AWARE]

That's because I got the capitalization wrong when I typed it.

http://www.caturria.ca/Cruel_Darts_Driver.mp4

From: J

Sent: January 18, 2019 11:45 AM

To: Frisina, Anthony

Subject: Re: Darts computer outages and expenses

[EXTERNAL EMAIL ALERT – BE AWARE]

Hi,

Yep, absolutely.

Also, here's the incident video from 2015 for your review:

http://www.caturria.ca/cruel_darts_driver.mp4

As you can see, she dropped me at the wrong house, doesn't really care and is going to leave me anyway. I believe she knew exactly what she was doing, no matter how much Mindorff argues the point.

Regards,

J

On Jan 18, 2019, at 8:15 AM, Frisina, Anthony <anthony.frisina@mohawkcollege.ca> wrote:

Thanks J

Can I share this as part of my e-mail to the city?

Anthony Frisina
Student Services Representative, External Tutor, Invigilator & One Card Support
Mohawk College
135 Fennell Ave. West Hamilton, ON L9C 0E5
(905) 575-1212
www.mohawkcollege.ca

Need money to help you through the fall semester? Complete the MyMohawk Financial Assistance Profile today to be considered for all available Scholarships and Bursaries: mohawkcollege.ca/financialprofile

From: J
Sent: January 17, 2019 10:27 PM
To: Frisina, Anthony
Subject: Darts computer outages and expenses

Hi,

In November 2016, while I was on co-op placement at Population Health Research Institute, Darts experienced a computer malfunction which resulted in almost a total shutdown of the service. The office was so unprepared for such an event that they had no idea who was scheduled to go where. Needless to say, the phone lines were so jammed that it took an hour just to get lucky enough to get a spot in queue, then easily another hour of waiting on hold to finally speak with dispatch. Their means of handling the situation was simply to wait for passengers to call asking where their ride was, and to use those calls to determine who was supposed to be riding.

Myself, I was stuck waiting for multiple hours before finally being picked up from placement. At the time, I spoke with Darts as I felt it was unacceptable for a technical issue to result in a complete service outage. This is an essential service, if 911 or the hospital can't completely fail

when technical issues arise neither should Darts.

I suggested to them that a simple, low cost and effective solution would be to have a local computer, in the office, download all of the trips for that day from the central server on an hourly basis. This way, if the servers failed, the office could easily print mostly up to date paper copies of schedules for every driver. There would be late pickups and a few missed trips, but nothing anywhere near the grand scale disturbance that was experienced that day. Darts did not take this advice, nor did they devise their own contingency plan to deal with this eventuality.

These outages continued to happen. In September 2018, I was dropped off at Mohawk College, after which the computer systems went down again. I was scheduled for a ride home from school for lunch, a ride back to school for my next classes, a ride home afterwards, a ride to a recreational destination in the evening and a ride back home afterwards. None of these trips occurred. As a result of this, I incurred \$22 worth of unforeseen expenses, lunch on campus and an Uber ride back home. Darts refuses to reimburse these expenses, as if they believe these technical problems and the service failures they cause are force majeure/ act of God incidents. While I agree that technical failures are sometimes legitimately outside of anybody's control, having no emergency response strategy to keep this essential service running smoothly in spite of them is negligence pure and simple.

At the end of the day, I believe that successfully booking a Paratransit ride represents a contract between Darts and the passenger, and failure to deliver the agreed upon ride is a breach of contract. Darts should absolutely reimburse expenses us passengers incur as a direct result of their negligence.

Darts has been expecting patience and tolerance of frequent service outages, while giving us no progress report (towards solving the underlying problems), action plan (for preventing future disturbances), compensation (for expenses resulting from being left stranded) or apology (for the serious issues these events cause).

Leaving passengers stranded for extended periods of time is never acceptable. A contingency plan that keeps the service running when technology fails should be considered a requirement.

Regards,

J

Here's a second conversation.

Hi,
Sure thing.

It occurred to me to add that ideally, I think we should be angling for Mindorff's resignation. I believe he's responsible for most of what's broken.

Regards,

J

On Jan 7, 2019, at 12:09 PM, Frisina, Anthony

rote:

Hi J

Do you give me consent to forward our conversation to a Human Rights Lawyer?

Anthony

On Jan 7, 2019 12:03 PM, J

[EXTERNAL EMAIL ALERT – BE AWARE]

Hi,

My passenger number is

To clarify, what I meant by an authenticator is not a machine. What I mean is that after the reservationist takes my name and passenger number (if necessary), they should ask me a security question which I've specified on my profile.

In my case, they could ask me 'J, what is your favourite video game?' I answer ' ' and then they know it's me and continue with the interaction. Same thing as what support agents would do at your telecom provider, bank, etc. They make sure they're talking to the rightful account holder. The passenger number is not enough to achieve that because drivers and other people may know it. That said, if I call in from my own phone, they don't need to ask for a passenger number at all. Their system could tell them exactly who I am from the number that comes up and they could simply say 'Hi J how can I help you?' If I'm calling in from a different number, then they need to verify name, passenger number and, ideally, some secret password or authentication phrase which prevents unauthorized action from being taken.

The passenger number issue has never bothered me personally, except for the security implications I mentioned before. I believe that drivers have called in as me in the past. I get no showed by lying drivers constantly. If that issue could be squashed, and the hour long waits on the phones could be eliminated, I'd be satisfied with the service otherwise.

Regards,

J,

On Jan 7, 2019, at 10:44 AM, Frisina, Anthony

ote:

Hi J

In addition to your name (see what I did there) can you please give me your passenger number?

Anthony Frisina

Student Services Representative, External Tutor, Invigilator & One Card Support

Mohawk College

135 Fennell Ave. West Hamilton, ON L9C 0E5

(905) 575-1212

www.mohawkcollege.ca

Need money to help you through the fall semester? Complete the MyMohawk Financial Assistance Profile today to be considered for all available Scholarships and Bursaries: mohawkcollege.ca/financialprofile

From: J.
Sent: January 6, 2019 6:48 PM
To: Frisina, Anthony
Subject: Re: Darts

[EXTERNAL EMAIL ALERT – BE AWARE]

Hi,

By all means, do as you see fit.

It's clear that our concerns are quite different in nature.

I definitely support the notion that help you don't need shouldn't be forced down your throat.

That said I want to ask you to proceed with caution. Myself, I think the default should be door to door service, unless your profile specifically states otherwise. I just don't want drivers to get any smart ideas that they can claim ambiguity, oh I wasn't sure if this passenger needs door to door or not so I assumed not and left them stranded instead. If you opt out of door to door service, how would you prefer they handle the scenario where you don't immediately come out to greet the driver? Should they knock on the door after a couple minutes anyway? Call you? Or just assume you're a no show and leave?

This is the one piece for which I'm admittedly apprehensive about getting behind unless it can be implemented in such a way that it meets your needs without adversely affecting those of us who do need our rides to be door to door.

To late trips and such, yes. I would love to see paratransit institutions held accountable for breaking their own rules in this way. I'm assuming you pay for your Darts rides with tickets? Myself I pay with either HCUP (the Mohawk bus pass) or a monthly pass. So just saying the ride is free if it's late doesn't benefit pass users. What I would like to see in the event of late trips is:

- 1 a courtesy call as I want to know they're late and that I can leave to go to the washroom or something if needed,

- 2 if you can't tell me how late you'll be, call me when the driver arrives and give me ten minutes instead of five to load (since I might have had to step away to use the washroom or something)

- 3 some compensation. They could give me the choice of getting that ride for free (which only benefits me if I pay per trip), or give me a free two way anytime, anywhere taxi voucher that I can use whenever I want later. I wouldn't be satisfied with just, ride is free if it's late, because then they'd prioritize being on time for people who pay by ticket and those of us paying by pass would continue to get late pickups.

What are your thoughts on that?

As for the greeting when they answer the phone, I agree it's very impersonal. Personally, I'd like to see an authenticator of some kind be added (like a password or security question) before they'll start taking instructions from a caller and making changes.

Reason being, I've had times when they've misheard my passenger number. They think I'm someone else and say, 'Is this Fred?' To which I reply, 'No it's J'. Then they ask for the number again.

I just gained the power to cancel all of Fred's trips, find out who he is, where he goes and when he goes there, and even where he lives. Not that I would ever do that. But drivers know our names and passenger numbers. They can, and do, phone dispatch to make little changes to pickups to enable them to fake no shows. In my case I get picked up at the Starbucks entrance. The driver can easily call, identify as me and ask for a pickup off West 5th, which dispatch will grant, allowing the driver to go there and no show me.

Lastly, drivers know our first names, last names, home address and passenger number (by necessity). We know nothing about them except a first name. This I find seriously unfair. The driver can do something mean or cowardly, and they can just drive away meaning we have no idea who they were.

Your thoughts?

Thanks,

J

On Jan 6, 2019, at 5:26 PM, Frisina, Anthony <

Hi J,

Thanks so much for this information. Do you mind if I alter it in letter form?

While we equally have a "difference of ability" as I like to put it. I think within the realm of ability we should be able to and free to do things based on ability. My problems are I don't want to be escorted on and off the vehicle unless I request it, I don't want to be escorted to the door unless I request it. The 15 minute window should be honoured and if a driver is beyond it on the latter end it should be a free ride, no excuses! I've not had a seatbelt on my chair till using Darts, why should that be a requirement if they have them on board and put it on anyway? Do I need to be coddled? Am I fragile? No and no!

Basically, I'm advocating for a more detailed passenger profile based on individual needs rather than a uniform approach. Basically, of the just over two years I've used Darts I've run into these issues, I'm also advocating for a more personalized phone call. "Hi my name is? Can I get your passenger number? Doesn't sit well with me! We're people too and deserve respect. I can only speak for myself here but can educationally guess you agree that respect, dignity and integrity are being compromised. As an employee and student of Mohawk College too you know we have numbers as well, when I work at the square and I'm face to face or over the phone with someone, I'm gonna treat them like a person not a number. I'm going to get their name first, then number.

Does this all make sense?

Anthony

On Jan 6, 2019 4:39 PM, J

wrote:

[EXTERNAL EMAIL ALERT – BE AWARE]

Hi,

As you know, my name is J. I am totally blind, as well as missing my sense of smell and most of my sense of taste.

I have lived in Hamilton for 8 months of the year since January 2014.

I attend the software development program at Mohawk College. I take at least 20 Darts rides per week; to and from the college every weekday, and too and from a recreational destination (such as Tim Hortons or Cannon Coffee) most days.

Most of the difficulties I have faced while using Darts revolve around the five minute no show clock, and the manner in which drivers abuse it to get ahead at my expense.

My trip details are always very clearly spelled out in the comments on my trips. They outline exactly where I will be sitting inside the building. I strive to make sure I'm seated as close to the

exit doors is possible (in fact I advocated with Mohawk College and successfully got special Darts seating placed near the H wing entrance doors).

What Darts drivers do is they take advantage of the specific handicap of a passenger to come up with creative ways of ensuring we don't connect before the clock runs down. In my case, the drivers who don't have cameras onboard can simply remain seated in their vans while the clock runs, then leave as soon as it expires claiming they searched for me to no avail. The drivers who do have cameras have to get a little more creative. They will walk inside the building, walk right past me without me knowing and slip into the washroom. Then they spend a few minutes in there, slip past me again, head back to their vans and prepare to leave when the clock runs out. In some cases they stand directly in front of me, knowing I don't know they are there, hoping I don't figure out what's going on before they can leave. Thanks to Where Is My Ride, I can sometimes catch them in the act before they leave. It shows me that the driver has reported 'arrive', so if they don't come to me after a minute or two I will phone Darts (if the phone queue isn't too bad) or flag down some help from a passerby. Oftentimes the drivers give up hiding as soon as they realize someone is watching out for me and then they just take me reluctantly.

I can only speculate as to what the incentives are, but I suspect that if enough drivers skip enough passengers this way, that they collectively benefit by gaining more downtime for breaks, and the contract drivers get more trips for which they're paid (for no shows as well).

Of the likely near 1000 Darts trips I've taken, I have legitimately been a no show about three times. I have used paratransit systems my entire adult life, I'm well aware of what's expected of me and I don't play games with my livelihood. That said, I either get no showed by a driver, or have a driver attempt to scam a no show from me, some twice a week or more on average.

When HTOWN came on the scene, the problem got worse, but even the Darts employee drivers are guilty of the same actions. They just have to be more creative in doing it.

I got fed up with ATS and the broken chain of a complaint process. I was tired of leaving voicemails and never hearing back, or speaking with Tammy and having to call back repeatedly only to eventually be told that Darts never followed up with her.

In November I showed up unannounced at the Darts office. You can't get inside, but one of the decent drivers was there and she let me in the door. I was told that under no circumstances would they deal with a passenger in person and they forced me to leave. I went down to ATS in person and demanded to meet with Tammy. That's when I was put in contact with Peter, and convinced ATS to add 'Dispatch call J before no show' to my permanent trip comments. To be fair, dispatch has actually honoured this directive, and it has made drivers a little more reserved about trying to falsify no shows with me. They still sometimes try, and most of the time dispatch calls me. When this happens I tell them the driver hasn't provided door to door, and most drivers are smart enough to give up the game at that point. Though it has mitigated the problem for me to some extent, I fear that many other passengers (especially ones with vision problems) are still facing the same challenges.

I have been onboard when drivers have tried to 'shaft', as I call it, other passengers. They might get out of their van for 10 seconds, make a very insincere effort, then get back in the van and either sit and wait or drive around before leaving instead of going inside and finding their clients. I find it hard to believe that the no show rate in Hamilton is anywhere near where it should be. It isn't so bad in any other place I've lived. I suspect it has much to do with a driver ethics problem, and the new influx of low quality drivers who have been brought onboard.

The last thing I want to touch on is an incident which occurred in 2015.

The date is May 12th. I am coming home from a friend's house. It is a hot day so I'm dressed in shorts and t-shirt, but the night is well below seasonal (near the freezing mark) with high winds. At that time I was going through a phase of standing out on the curb for the entire pickup window regardless of weather, thinking it would minimize drivers shafting. I was standing on my friend's curb in this bad weather as well. Mary pulls up in a Darts bus. We begin talking about the situation, and why I was standing outside in bad weather. She tries to convince me

that all drivers are compassionate, and that they will come in to get me. I tell her that the majority have tried to avoid picking me, and other passengers up in the past. At this point she threatens to write me up, to which I reply, that's your prerogative. At this point she decides to strand me at a stranger's home at midnight.

She walks me to the stranger's door, then goes back to the bus and watches me try to figure out where I am for a moment, then starts to leave. At the same time, the lady who lived at that home came running out in her pyjamas, and ran to catch her at the end of her driveway. When she did manage to stop the bus, Mary stopped (and to her credit didn't try to leave again), but she didn't get off the bus to come and help me either. The woman at the house came back to her doorstep and brought me all the way back to the bus which was now stationed at the end of the driveway. I believe this incident to have been deliberate. I think she was annoyed over the content of our conversation and thought she would put me in harm's way to try and teach me a lesson. Worse yet was Mark Mindorff's response. When he spoke to me, he treated me like a child. When he spoke to my mother (who called him out of anger) he asked her what I was doing out at that time of night in the first place and what did I expect. I was 25 years old at the time.

I never received closure for what could have been a dangerous situation, and no known action was taken against Mary either. Neither did Darts apologize to the owner of the incorrect home, who must have been alarmed over having a stranger trying to enter her home at midnight.

Mark sent us a portion of the video, claiming that because Mary walked me to the door he was okay with the fact it was the wrong door, and that she didn't wait until I was safely inside.

I put the video on the internet, but Mark found it six months later, and forced me to remove it.

I felt he was more interested in keeping me quiet than ensuring something like this couldn't happen again. This could have resulted in a casualty had I been someone who didn't have my wits about me.

Those are the major points, from my prospective. What have your challenges with Darts been?

Regards,

Jk

On Jan 6, 2019, at 11:14 AM, Frisina, Anthony <

> wrote:

Hi Jk

Would you be able to write me a letter in the next week or so addressing all your issues and concerns. Mark is definitely bluffing. As soon as you address Human Rights concerns it trumps any corporate policy. Which I have validated with Human Rights lawyer I'm currently working with to action the movement forward, but the more people on board and the diverse claims that can be made is more powerful.

Feel free to text me - but a letter would be a great place to start.

Anthony

On Jan 6, 2019 10:57 AM, J

[EXTERNAL EMAIL ALERT – BE AWARE]

Hi Anthony,

I would love to speak with you.

Perhaps you'd like to arrange a telephone conversation sometime?

As for using my name, I have to give that some thought. My immediate concern is that Mark Mindorff has made retaliatory threats against me in the past. Whether he's bluffing or actually has the power to action them I don't know.

I would love to help in any way I can.

Please let me know.

I'm not available to talk today as I'm flying back to Hamilton, but I can be reached at .

Regards,

J.

On Jan 6, 2019, at 8:45 AM, Frisina, Anthony <[redacted]> wrote:

Hey J.

I hope this email finds you well and all is good.

I'm writing you with a request as I'm launching a formal complaint against Darts in the near future and was wondering if you could illustrate any accounts of issues you've had with them in the past the more information you can provide the better and if I could use your name and passenger number that would be great as well.

Many thanks for your consideration

Anthony

In conclusion, J and I both have different abilities and our respect is being compromised as illustrated. I can only venture an educated guess that this is happening to many people who are afraid to speak based on the reasons listed previously. I would like to share a video and article with you that speak to the importance to the overall vision of Our Future Hamilton on Accessibility & Inclusion in my eyes.

<https://www.youtube.com/watch?v=Gv1aDEFIXq8>

<http://disabilityhorizons.com/2018/11/lets-change-the-way-we-talk-about-disability/>

Anthony Frisina