

Today I got refused by a paratransit driver who this is the fourth time he said that he is refusing because I had one bag and my purse on my wheelchair tray and holding it also he sat there 15 mins while yellow jacket flying at my face laughing when I call paratransit he asked who I was calling he said LTC I said yes then he took off paratransit told there was no supervisor I asked to talk to so he transferred to consumer services who transferred to [REDACTED] which voice mail so had to take green taxi to my appointment which I was late it seems when we have some serious issues or complaints we get passed around this happens too many times today I was unable to talk to a real person causing anxiety not knowing I will be refused when finished work

- 1) Bus number [REDACTED] this is the 5th complaint I have called in on this same driver for the same thing telling me I am not to have any bags
- 2) Then bus number [REDACTED] made comment after picking me from my appointment to take me to the fair for why I had so many bags when all I had is my purse and reuseable bag with my lunch , epi pen book, coat for work he told me there is a limit and I should only have one or none

With these rules causing us not to be allowed necessities such groceries on the bus

Penny Moore