

To: Lesley Groff [REDACTED]
Cc: Sara Rychtarik [REDACTED]
From: james | need mac help
Sent: Sun 9/14/2014 2:12:10 PM
Subject: Re: Citicar

Thanks.

For the record, I got out there @ 10:25 and the area was almost empty — 5 vehicles, none of them were marked lotus or citicar.

I waited until 10:40 before the first call, checking all the cars that came. None of them were mine. The dispatcher claimed he was going to pull right around with 2-3 minutes; I told her which number I was under.

I waited another ten minutes before calling again. This time she put me on hold while she called the driver. She claimed that the driver had come around, but again that's really possible. There's a ton of people around by now, but only 6 vehicles anywhere near #3. All town cars that showed up successfully found their fares.

At this point I told her to not bother, and she tried to start an argument over whether the company would still be charged if I walked away. I told her she'd have to take that up with the company.

I really don't think the driver was anywhere near JFK when my flight arrived, and they certainly didn't make the loop and get ushered off without finding me.

Had they'd been there when they said they would, I would have been home by the time I sent that email.

The first time citicar picked me up was 6 am and my street was deserted; the dispatcher called me to say I needed to go down and wait because the driver couldn't find parking. I know they lie whenever convenient.

Okay. Done ranting now. I hope you're having a good weekend!

On Sep 14, 2014, at 9:46 AM, Lesley Groff [REDACTED] wrote:

Oh noooo! I'm so sorry. I just called citicar and they couldn't tell me much. I will have Bella follow up on this.

Sent from my iPhone

On Sep 13, 2014, at 10:57 PM, james | need mac help [REDACTED] wrote:

Hi Lesley,

After 25 minutes of no car and two phone calls with a very unpleasant dispatcher, I took the subway.

I just want to sleep now.

James Ce
 Certified Support Professional 10.6

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[REDACTED]

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On Sep 10, 2014, at 12:08 PM, Lesley Groff [REDACTED] wrote:

good deal..

On Sep 10, 2014, at 12:04 PM, james | need mac help [REDACTED] wrote:

Great, thank you Lesley.
(and I'll remember my passport. 💎)

James Ce
 Certified Support Professional 10.6

Need Mac Help, Inc.
[REDACTED]

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On Sep 10, 2014, at 12:02 PM, Lesley Groff [REDACTED] wrote:

James, Citicar will pick you up tomorrow at 10am and take you to JFK...they will also pick you up on Sept.

13th at 10:30pm (outside)
and take you back home.

Confirm #'s: 8844 and 8845

Please confirm back receipt of this email...

(take your passport!)

Once I have your ticket I will pass it along as well.

Thanks Lesley