



Ronald McDonald House® of New York, Inc.

405 East 73rd Street, New York, New York 10021

tel: 212-639-0100 • fax: 212-472-0376

www.rmdh.org

September 23, 2008

Aaron Horn
18385 590th Ave
Nevada, IA 50201
September 24, 2008

BOARD OF DIRECTORS

OFFICERS

Stanley B. Shopkorn
CHAIRMAN OF THE BOARD

Randel A. Falco
VICE CHAIRMAN

Vivian Harris
PRESIDENT EMERITUS

William T. Sullivan
PRESIDENT & CHIEF EXECUTIVE
OFFICER

Richard J. O'Reilly, M.D.
VICE PRESIDENT

Peter L. Samaha
VICE PRESIDENT

George Simeone
VICE PRESIDENT

Shelly S. Friedman, Esq.
SECRETARY

Rick Richardson
TREASURER

DIRECTORS

John M. Angelo

Steven J. Bensinger

Milton Berlinski

Bruce D. Colley

Jerry de St. Paer

Harris Diamond

Barbara Eig

James E. Fitzgerald, Jr.

Casey Gard

Judy Gilbert

James A. Jacobson

Theodore P. Janulis

Sacha Lainovic

Kenneth G. Langone

Candace Leeds

Tina Lundgren

Rocco J. Maggiotto

Edward J. Malloy

James P. MacGillvray

George F. Mikes

Joel Newman

Frank Pellegrino

Aaron R. Rausen, M.D.

Michael E. Roemer

Clifford Sterling

MEMBERS AT LARGE

R. Peter Altman, M.D.

Michael J. DeSola

Michael A. Giunta

Michael Hegarty

J. E. Reeves, Jr.

Mr. Tom Scullin
COO
Academy Bus, LLC
111 Paterson Avenue
Hoboken, NJ 07030

Dear Mr. Scullin:

My name is Aaron Horn and I am the father of a 4 year old with Stage IV Neuroblastoma cancer. Eli is being treated at Memorial Sloan Kettering Cancer Center in NYC and we are fortunate enough to stay at the Ronald McDonald House of NY during his treatments. Your bus company often provides chartering services to the Ronald McDonald House when House activities take the families long distances.

On August 29th of this year, Academy Bus took several Ronald McDonald House families to New Jersey's Bradley Beach for a day of fun. As the bus was equipped with a DVD player, I brought along my son's binder of DVDs so that the families could watch family friendly movies on the way to and from the beach. After returning to the Ronald McDonald House, we unloaded the bus, but I forgot our binder of DVDs (105 total DVDs) in the overhead compartment behind the driver (I also forgot a DVD in the player, but the driver discovered it and turned it in the front desk before leaving). Approximately 10 minutes after the bus pulled away, I realized my error and the Ronald McDonald House receptionist (Christine) called Academy and talked to someone by the name of Douglas to let him know exactly what had been left behind and where it was on the bus. Douglas told Christine that the bus was just pulling into the terminal and that they would recover the DVDs so we could retrieve them.

I called Academy every day after that to get an update on our DVDs and several employees told me that they would check, but then never got back to me. Eventually, I was told that bus no longer contained the binder and that if it went through maintenance or cleaning, that they were likely gone for good since they "could not speak for the integrity of the maintenance



Ronald McDonald House is a home-away-from-home for children undergoing cancer treatment and their families.





Ronald McDonald House® of New York, Inc.
 405 East 73rd Street, New York, New York 10021
 tel: 212-639-0100 • fax: 212-472-0376
www.rmdh.org

or cleaning crews” even though they are also Academy employees and not outsourced.

I finally was able to get a hold of Dan Black, who was the first Academy employee that seemed to care about my situation. He understood the seriousness of the issue as this was a pediatric cancer patient’s entire DVD collection that had been building for 4 years. At my request, Dan did an internal investigation but was unable to track down anyone that he could hold responsible for the lost items, although as he told me on one of our many phone conversations, “I know someone knows something and they just aren’t admitting it. Somebody is lying.” Ultimately, Dan told me that there wasn’t anything he could do since items left on the bus are not technically the legal responsibility of Academy Bus, LLC. I most likely wouldn’t be writing this letter to you if I had remembered a day or two later that I had left the DVD binder on the bus and called the company then. The truth is, I called before the bus had even finished pulling into the terminal, so if an employee would have immediately walked out to the bus to retrieve our DVDs for us, this wouldn’t be an issue. However, Academy employees did not seem to care enough about the situation, which resulted in my son’s entire movie collection being stolen.

I’m writing this letter to hopefully appeal to you on a personal level. I am asking that Academy Bus, LLC compensate us for replacing all of the DVDs that were stolen (I had an inventory of our movies and am obviously only requesting the DVDs that were in that binder). I went on to Amazon.com and added all of the DVDs that they carried to my shopping cart (they only had 99 of the 105). This totaled \$1,510 with free shipping. I have attached a printout of the shopping cart as evidence for how I came to that dollar amount.

As a family with mounting medical and travel expenses to fight our son’s cancer, replacing all of Eli’s movies is certainly an expense we can’t afford. While it is certainly a lot of money, I know that it nearly equates the cost that Academy charges for just one bus trip. I have talked to Fordham Murdy, the Ronald McDonald House Program Manager that arranges transportation for the house, and he assures me that Academy has been good to the Ronald McDonald House of NY and that it is a relationship they would like to maintain. Fordham has been kind enough to put this letter on RMH letterhead to show their endorsement. There are 1,979 people across the US that follow Eli’s CarePage online (www.elihorn.com) that know that his DVDs have disappeared, and I

BOARD OF DIRECTORS

OFFICERS

Stanley B. Shopkorn
 CHAIRMAN OF THE BOARD
 Randel A. Falco
 VICE CHAIRMAN
 Vivian Harris
 PRESIDENT EMERITUS
 William T. Sullivan
 PRESIDENT & CHIEF EXECUTIVE
 OFFICER
 Richard J. O'Reilly, M.D.
 VICE PRESIDENT
 Peter L. Samaha
 VICE PRESIDENT
 George Simeone
 VICE PRESIDENT
 Shelly S. Friedman, Esq.
 SECRETARY
 Rick Richardson
 TREASURER

DIRECTORS

John M. Angelo
 Steven J. Bensinger
 Milton Berlinski
 Bruce D. Colley
 Jerry de St. Paer
 Harris Diamond
 Barbara Eig
 James E. Fitzgerald, Jr.
 Casey Gard
 Judy Gilbert
 James A. Jacobson
 Theodore P. Janulis
 Sacha Lainovic
 Kenneth G. Langone
 Candace Leeds
 Tina Lundgren
 Rocco J. Maggiotto
 Edward J. Malloy
 James P. MacGilvray
 George F. Mikes
 Joel Newman
 Frank Pellegrino
 Aaron R. Rausen, M.D.
 Michael E. Roemer
 Clifford Sterling

MEMBERS AT LARGE

R. Peter Altman, M.D.
 Michael J. DeSola
 Michael A. Giunta
 Michael Hegarty
 J. E. Reeves, Jr.



Ronald McDonald House is a home-away-from-home for children undergoing cancer treatment and their families.





Ronald McDonald House® of New York, Inc.
405 East 73rd Street, New York, New York 10021
tel: 212-639-0100 • fax: 212-472-0376
www.rmdh.org

BOARD OF DIRECTORS

OFFICERS

Stanley B. Shopkorn
CHAIRMAN OF THE BOARD

Randel A. Falco
VICE CHAIRMAN

Vivian Harris
PRESIDENT EMERITUS

William T. Sullivan
PRESIDENT & CHIEF EXECUTIVE
OFFICER

Richard J. O'Reilly, M.D.
VICE PRESIDENT

Peter L. Samaha
VICE PRESIDENT

George Simeone
VICE PRESIDENT

Shelly S. Friedman, Esq.
SECRETARY

Rick Richardson
TREASURER

DIRECTORS

John M. Angelo

Steven J. Bensinger

Milton Berlinski

Bruce D. Colley

Jerry de St. Paer

Harris Diamond

Barbara Eig

James E. Fitzgerald, Jr.

Casey Gard

Judy Gilbert

James A. Jacobson

Theodore P. Janulis

Sacha Lainovic

Kenneth G. Langone

Candace Leeds

Tina Lundgren

Rocco J. Maggiotto

Edward J. Malloy

James P. MacGilvray

George F. Mikes

Joel Newman

Frank Pellegrino

Aaron R. Rausen, M.D.

Michael E. Roemer

Clifford Sterling

MEMBERS AT LARGE

R. Peter Altman, M.D.

Michael J. DeSola

Michael A. Giunta

Michael Hegarty

J. E. Reeves, Jr.

would be thrilled to let them all know that Academy Bus volunteered to restore Eli's DVD collection. You would certainly have many Raving Fans.

I very much appreciate the time you took to read this letter and certainly look forward to your reply. My contact information can be found below, please don't hesitate to contact me if you have any questions or need further clarification. Thank you very much.

Sincerely,

Aaron Horn
aaron@hornit.net
www.elihorn.com
515-231-6181 (cell)

Fordham Murdy
fmurdy@rmdh.org
www.rmdh.org
212-639-0181 (office)



Ronald McDonald House is a home-away-from-home for children undergoing cancer treatment and their families.

