

January 18, 2018

RTA Management
175 W. Jackson Suite 1550
Chicago, IL 60604
Attn: Julio Leal

Dear Julio:

I am a 61 year old woman who was recently diagnosed with cancer. Because of my issues with chemo and work, I was given the ADA Paratransit flyer by Christ Hospital to apply for transportation help.

I did a short interview on the phone and was sent an application and given an interview date at the 8753 S Greenwood site on January 10, 2018.

I would like to Congratulate you on the organization and staff that you have assembled for the Paratransit Application/Interview/Notification Process. The staff was amazing through the whole process.

The person I spoke with for the application was very thorough, polite and patient. When I needed her to repeat a question or had her repeat information she did not get aggravated like most people. She was very thoughtful and was willing to wait until I was ready to write down the information she was giving me. And the application actually came without having to make a second or third follow up call. The flyers and information sent in the packet with the application were well documented and self-explanatory. Amazing

The day of my interview I was barely walking from the chemo I had just received. When I arrived early at the office the staff took my application and id and I was instructed where to sit to get my picture taken. I was instructed to wait in the outer office until my name was called.

The interviewer took me to an office for the interview which lasted about 15 min. She then explained the process for approval and the wait time, gave me number to call to ask for status, and wished me well. She then walked me back out to the outer office and gave me information that I had asked for during the interview.

I have volunteered for the last 25 years for a non-profit organization dealing with multitudes of government agencies for others. I also work for a government agency and that is why I find it amazing that I am writing this letter.

The staff through this whole process was impressive. They were ALL patient, gave very good directions on next steps, were very accommodating with mobility issues (I have a walker), were patient when asked to repeat a questions and made me feel very comfortable asking for information to be repeated. They were professional and accommodating.

I have been around a long time and have seen few agencies that have been as compassionate and professional as the Paratransit group has been. In many cases you will find a few employees that are helpful. In this instance everyone that I had contact with was wonderful.

You are to be congratulated on the work you are doing and the staff you have assembled.

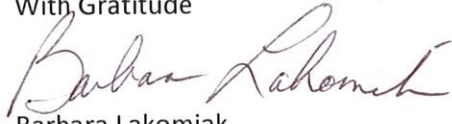
In my case it is not easy to navigate being sick, doctors, work, diagnostic apts. Etc. I have never needed help from a government agency.

Your staff made it easy to accomplish the application process in a respectful and easy manner which is very rare in this day and age.

Please let your staff know that their hard work and commitment to help those who come to you for help is greatly appreciated.

Keep up the good work. This is what Public Service should be.

With Gratitude

A handwritten signature in cursive script that reads "Barbara Lakomiak". The signature is written in dark ink and is positioned above the printed name.

Barbara Lakomiak

Paratransit Customer