

September 1, 2016  
253 Sherman St, Floor 2  
Passaic, NJ 07055

NJ TIP @ Rutgers  
33 Livingston Ave  
Room 464  
New Brunswick, NJ 08901

To Whom It May Concern:

This is a letter of commendation for one of your employees, Mr. Louis Hoffman, from one of his clients (myself).

Just recently I completed my third time out with Louis with the NJ TIP Program.

The first time out with him (approximately 3 years ago), he taught me how to use the buses to get to places farther away than on my regular bus route. This proved invaluable to me, as it enabled me to get to a training, which enabled me in turn to get the job that I presently hold.

My second time out with Louis – I needed further commuter training, and he had left me with his card, so I called him and requested his assistance, which he graciously provided – he taught me how to use the Newark light rail. I was wanting to know how to use this, as I had another training coming up for which I needed to know how to utilize such. Louis patiently and kindly explained to me how to get a ticket, how to validate it, and all of the ins and outs of the light rail system. He also showed me around Newark a little, and I am excited now to use my light rail knowledge to go to shows at NJPAC, and also to see NJ Devils games at “The Rock” – two things I had been wanting to do for some time now, but hadn’t because I didn’t know how to use the light rail!

My third time out with Louis, just yesterday, he showed me how to use the trains – he took me to Secaucus Junction station and back from Passaic. This I was wanting to know because my aging parents live in northwest NJ, and, as I don’t own a car, when we want to visit each other, in the past they have had to drive all the way out to Passaic, and back (for a weekend at home), and then repeat that after the weekend. Now, I look forward to taking the train to closer to my parents’ home, and making their driving shorter, when I want to visit them. This will prove invaluable, because, even though my parents are getting older and more infirm, I have not been visiting them as much as either of us would like due to the long drive; now that hurdle can be overcome.

So, for the reasons outlined above, I cannot thank Louis and NJ TIP for the service they (you) provide. But, above and beyond the basic service itself, please let me add that Louis was a most extremely

pleasant person to deal with – to the utmost degree! Not only was he extremely patient and kind – and I really was quite clueless about mass transit before we started – but he was also extremely sociable, adding that “home touch,” that made me feel comfortable and at ease while learning.

In conclusion, I would like to say, that my experiences with NJ TIP, and in particular with Mr. Louis Hoffman therefrom, were of the utmost in pleasure and utility. Thank you very much, NJ TIP, and thank you double as much, Louis, for taking the time to teach this “country bumpkin” how to better get along in ‘the city’ (my new environment). Your patience and kindness has made a world of difference!

The world needs more people like Louis Hoffman. Thank you, Louis!

Please feel free to share this letter with anyone you might wish.

In sincere gratitude for your kindness,

Joseph E. Repasky