

July 15, 2014

Good Day Larry,

I apologize for taking so long to write this letter to you, however, I have been quite busy with my therapies and recovery. I just wanted to let you know that I received the certificate you left for me and appreciated it very much. Also, I am not sure if you can show this letter to your superiors but I would like to say how much I truly appreciated your hard-work and effort in assisting me and training me on the proper usage of the bus system as well as reading the bus schedules. Honestly, I am always open to learning new things but wasn't quite sure I would learn much with your program. Not only was your presentation and clarification superb but you took the time to review things with me several times when it was unclear and brought so many other wonderful options and knowledge to light that my traveling experience on mass transit will never be the same.

I appreciated your kindness, patience and understanding throughout the training. Your friendly demeanor made it that much easier for me to focus on successfully navigating the challenge of using mass transit in a proactive way instead of focusing on my pain and embarrassment for possibly having to ask to have the bus lowered to accommodate me.

In any case, I cannot express fully with words how much of an impact your work has had on my life and thank you so much for assisting me when I needed it most. Because of your diligent work I am now able to take the bus regularly instead of having to use Access Link!

I also wanted to thank you for the passes and forms you presented me with for travel on NJ Transit. The entire experience training with you was dynamite and exemplary. I hope your superiors are aware of the great caliber of person and employee they have in you. Thank you again for your outstanding assistance and support. I couldn't have done it without you!

I wish you nothing but the absolute best!



Venus Sanchez

*Thanks so very very very very much ! ☺*

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