

Doug Pilant

From: Vicki Reed
Sent: Monday, June 09, 2014 10:19 AM
To: Doug Pilant; Ronny Fox; Cathy Bond; Sandy Hemenway; Kristal Hughes
Subject: FW: Bus Reservations (Portland to Tillamook)

Vicki Reed
Transit Dispatcher
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From: James Neil [<mailto:Neil.James@lbbd.gov.uk>]
Sent: Monday, June 09, 2014 4:21 AM
To: Vicki Reed
Cc: Lee Howard; 'NAJTrain3@virginmedia.com'
Subject: Re: Bus Reservations (Portland to Tillamook)

Dear Vicki

Thank you for your e-mail. I have just returned to London from my holiday to the States and want to take the opportunity to say how impressed I was with the Tillamook Transit system and its employees.

I do not drive and would not have been able to get to Tillamook without the bus from Portland (nor visit towns up the coast); I found the system and especially the fares, great value. All the drivers and staff at the Tillamook Transit Centre were very friendly, and professional and a credit to the organisation. One point that really impressed me, especially from a professional point of view (I work in Human Resources), was the friendly and patient way they helped wheelchair passengers, which is not always the case here.

As I mentioned I could not have got around other than by bus but the service and the staff made the visit all the more enjoyable. I look forward to visiting next year. Please can you thank all concerned.

Best wishes

Neil

(Neil James)

From: Vicki Reed [<mailto:vreed@tillamookbus.com>]
Sent: 19 May 2014 20:05
To: James Neil
Cc: Lee Howard
Subject: RE: Re; Bus Reservations (Portland to Tillamook)

Wave goes above and beyond

My wife and I moved to Tillamook County eight years ago and

because of the bus service provided by the Wave I was able to continue working part-time in the Portland area. I don't drive so this service was essential to my travels around the county and to Portland.

The expanding service, the helpful and personable drivers and office staff, all have been impressive over these years. But yesterday, faced with a Rt. 6 road closure, they went above and beyond their normal service to meet the needs of passengers like me. I was traveling home to Neskowin from Portland, but the delays from the road closure caused the bus to leave Portland for Tillamook two hours late. When we got to Tillamook I had missed the bus to Neskowin. The staff at the Wave organized a van to take me and others south to help us with the problems caused by being hours late. One passenger with us was a medical student from Australia who had one day and night to see our county and he was both amazed and impressed with what the Wave staff did for us.

Among the many experiences I've had of great service by our transportation district folks this was the best. Thank you all!

Guy Sievert
Neskowin

HH 4-2-14

HH Jul/Aug 2013

READERS' OPEN FORUM

Thank you, Tillamook County Transportation District

I was thrilled to discover that Tillamook County has a well conceived, economical, and readily accessible public transportation system! Being a refugee from the scorching temperatures of Florida, my little Pomeranian and I were airlifted into Oregon's cool green courtesy of Delta airlines. A friend picked us up and we shuttled through the lovely farm country of North Plains and along the craggy beauty of the Wilson River to arrive in sweet dairy cow country, Tillamook! MOOO!

Not wanting to rent a car, relying only on a bicycle, and the good graces of my brother and dad, I thought long and hard about how I could get to town and back for errands, etc. So, I jumped on my trusty laptop

and Googled 'Tillamook County public transportation.' I was elated to see you had a bus running from Netarts/Oceanside to Tillamook and back. Now, I can avoid a car and still have my independence without inconveniencing my family members. More good news... I am allowed to bring my dog with me on the bus. And you brilliantly run to Cannon Beach/Seaside and Portland, all places I have friends and wish to visit.

A big shout out to the Tillamook County Transportation District Board of Directors and their friendly hard working employees! Very efficiently run system which appears to serve its area populace's needs with compassion and cost effectiveness in mind. Congratulations, Tillamook County! P.S., Is this service being marketed in the Portland/Metro area? Since Tilla-

mook is such a walkable city, and the area so well serviced with public transit, it is a great option for a getaway.

*Nancy Randall
Naples, Florida*