

**Jeff Pitman**

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**From:** Jeff Pitman  
**Sent:** Tuesday, March 01, 2016 9:55 AM  
**To:** Sarah Lopez (slopez@arlingtonwa.gov)  
**Subject:** Customer service for Employee Newsletter

A few weeks ago, while in Rivercrest Development in town, doing water valve locating and cleaning, Gus and I were approached by a small busload of senior citizens from Ouail Park Senior Lifestyle Community of Lynnwood. The driver of the excursion stopped, opened up her door and in jest, stated that she was being held hostage by her passengers, and said the group refused to go back home to the facility until they were able to experience our Portage Wildlife Sanctuary area.

Being they were unfamiliar with the area, I escorted them to the entrance off 59<sup>th</sup> outside of The Bluff. It was something they wanted to experience, in that I doubt they get a chance much to see the varied birds and wildlife that call that home.

They were all very appreciative, and to my surprise, I got a nice Thank You card today, thanking me for helping them find their destination in short order.

Enclosed is the card and signature of the participants that were hopefully able to see what they don't see very often, if ever..... It was very touching, and felt I needed to share what a small deed can mean to others..... Needless to say, this really made my day..... Jeff Pitman



**Quail Park**  
of Lynnwood

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Laurie Middleton

Thank you for your help.  
Mary Anne & James

Earlie Bowen

Marian Wilbur  
Clarie Chamberlain  
Joanne Stevenson  
Harold & Stevenson

Jeff.

Your kindness is special—  
and so are you!

We so appreciated that  
you took time out of your  
day to "escort" us thru  
your fine city. You were  
the best part of our trip!

Candace & Clan