

Patricia,

What a pleasure meeting you yesterday!

Chester County is very fortunate to have a knowledgeable, experienced professional as Treasurer. The culture you have established in your organization, focusing on service for the citizens of Chester County, is rare in state & local government offices!

As mentioned, my first encounter was with Maureen, by phone. I know her name, because she stated it upfront. Imagine that!

She was pleasant, efficient, and eager to address my request.

When visiting your office, the same held true for the folks upfront, helping citizens.

They were kind, patient and respectful answering all questions, while completing their transactions.

As a consumer, I can tell you what a rare find customer service is today, and I'm sure as a government agency leader, you are challenged to find good employees.

You've managed to acquire/train a commendable group, for which you can be proud.

Thanks so much for your assistance!

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