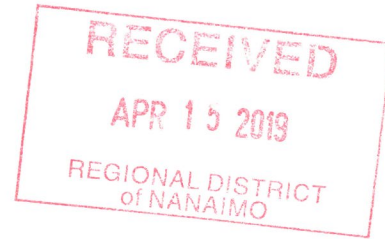


#36 – 529 Johnstone Road  
Parksville, B.C.  
V9P 2K1

April 11, 2019



Mr. D. Laffin  
Transit Trainer  
Transit Operations  
Transportation & Emergency Services  
6300 Hammond Bay Road  
Nanaimo, B.C. V9T 6N2

Dear Mr. Laffin:

My name is Mrs. Laurine Hellam and I live at #36, 529 Johnstone Road, Parksville B.C., V9P 2K1. I am writing to express my thanks to the transit system and the town of Qualicum Beach for instituting the bus route #97, known to clients as the "Loop Bus".

I have very poor vision and for twenty years rode with the Handi-Dart bus. The drivers were great but the problem was that I was only able to obtain a ride about once every three weeks.

Now – I can go to town and visit the library, shops and grocery and have coffee or lunch with friends any day or time that I wish. Independence is very sweet. The loop bus has changed my life and I am hugely grateful. Many, many thanks for that!

I wish to add that it is truly wonderful to get to know the drivers. Each driver is kind, interesting and makes each and every trip a pleasure.

I also extend many thanks to Mr. Dave Laffin for his help with getting this message to you.

Yours truly,

A handwritten signature in blue ink, appearing to read "Laurine Hellam", with a long, sweeping flourish extending to the right.

Laurine Hellam