



THANK YOU!

Thank you so much for partnering with WSDOT on providing high quality customer service to our **Good To Go!** customers. We have learned a lot together over these many years working side by side.

Best wishes, Patty Rubstello

My sincere thanks to ETCC and especially to all of people who have worked so hard for WSDOT over this last decade. We have accomplished a great many things over the years, and it is incumbent upon all of us to acknowledge that. When we look back I hope we remember the good times and the successes be they on the system side or in the service of **Good to Go!** customers. Best wishes to everyone on the ETCC team.

Ed Barry

Thank you for your years of partnership! I've really enjoyed learning and working with each of you. Hoping our paths will cross again in the future!

Jennifer Charlebois

What a journey! Together, we've: opened four facilities – all unique and challenging, more than doubled our **Good To Go!** accounts and increased toll transactions by more than 50 percent. We've experienced bomb threats at the call center, *extremely* challenging and interesting! customers at the WICs ... and the Russian mafia! Oh, and then a pandemic that caused a very quick transition to a work from home call center. In the words of Ralph Waldo Emerson "Do not go where the path may lead, go instead where there is no path and leave a trail." We are grateful for ETC's partnership breaking trail over the past 10 plus years.

Patricia Michaud

We worked hard together to provide excellent customer service and deliver a great **Good To Go!** Program, didn't we?
I appreciate ALL Y'ALL!
Thank you...Best wishes and much success to each of you!

Maria Flesher

It feels like we've had this professional relationship since, well, the beginning of time. But alongside the excellent professional relationship I believe I also made quite a few friends. I want to thank you all for your professionalism, for your creativity, your responsiveness, and on top of all, your courtesy. I know I will miss you guys. Special thanks to Junifer, Thamil, Leo, Austin, Keala, Wanda, and Sandra.

**Sincerely,
Amiram Hayardeny**

Will miss working with you.

Marie Rogers

To all my friends and co-workers at ETCC,
It's been an honor and a privilege to have worked with so many of you over the years.

Knowing all of you truly have the customer in mind when working on sometimes difficult situations, makes me proud to have been a part of all of this and the team work that was involved.

On a personal note, I have and I am going to truly miss our conversations about our families (my wife Helen), sports (ZAGs, DAWGs and Seahawks), movies (make mine Marvel), music (classic rock lives on), statistics and just generally, our personal and professional lives.

**Take good care my friends,
Steve Russo
Customer Advocate Manager**

ETC –

Thanks so much for all of your hard work over the years. You have made an important contribution to transportation funding and your efforts are more than appreciated. You'll will be missed.

**Thank you,
Tyler Patterson**

It's been wonderful working with everyone at ETC over the past couple of years. Everyone has been very friendly, supportive and very responsive, but Sandra in particular has been a total rockstar! She's always gone above and beyond to help me with every random situation that's come up!

Lauren McLaughlin

Thank you to everyone at ETC for all their hard work. Your contributions were invaluable, and you all made working together a pleasure. Good luck and best wishes for your futures!

**Thank you,
James DeRocher**

First and foremost – a huge thank you to Paul and your accounting staff, Michael and Julie. I value the effort you all put in to complete a remarkable number of daily and monthly reconciliations which you submit on time and without errors on a day-to-day, month-to-month basis. I can't even count that high to estimate the number of reconciliations you submitted over your tenures considering the sheer volume; there are 13 daily reconciliations + supporting documents and 44 monthly reconciliations for a total of 300+ each month, which is more than 3,600 per year – much more than anyone wants to contemplate during your ETC history. This doesn't even touch all of the ad hoc reports, queries and analyses you've completed for me over the years. You and your staff have worked really hard to make our transition successful. Thank you for being diligent and vigilant and looking for ways to help identify and correct potential accounting issues. You are an especially adept accounting team and fabulous partners to WSDOT accounting. You three are accounting rock stars!

I also have great respect and appreciation for Vicki and the Inventory staff. These annual events used to be quite messy and approached with dread. But you've worked really hard to make the annual year-end physical inventory process a great success. Thank you for always being prepared and making our jobs fast and efficient, and, dare I say? – even fun! Partnering with you and your team has been a pleasure.

To Sandra and other administrative staff I've worked with – thank you for answering every question and responding to every concern. I really appreciate your "getting the job done" attitude. I love that you absolutely live up to your motto "Together Everyone Achieves More".

I am going to miss working with all of you.

DeeAnn Bacon

It's been a pleasure working with you side by side over the years and you will be missed. I'm grateful for the photos we have taken with staff and the memories we have made over the years.

I'm smiling now just thinking of the many customer service weeks and the activities. I will cherish those memories.

Thank you for your hard work and dedication to the program. I wish you all many blessings!

Jenny Ugale

Thank you for your dedication over the years to serving our customers. I always appreciated all of the collaboration as we navigated issues together and worked on the best solution for our customers.

**Take care,
Emily Glad**