

OFFICE OF EMERGENCY MANAGEMENT/COMMUNICATIONS

Traffic Management Authority



15 May 15, 2015

To: Liz Schrock

From: John Botica, Deputy Director, TMA

Re: Letter of appreciation

We at The Traffic Management Authority would like to express our appreciation for the recent complimentary letter you took the time to write. We are forever grateful that you noticed the hard work and dedication of our staff. We are pleased that you found them helpful especially during major events (NFL Draft/Construction). Thank you for sharing your experience.

It is our mission to provide courteous and professional service to all. Our division strives to deliver a level of service that will exceed expectations while maintaining integrity in representing The City of Chicago in a positive manner.

We acknowledge the receipt of the Target gift cards (5) however The City of Chicago law prohibits us from accepting them. I will set up a meeting to return them to you.

The TCAH's mentioned in your letter will be recognized. Once again thank you for you feedback. Have an outstanding day!

Sincerely,

A handwritten signature in black ink that appears to read "John Botica".

John Botica

GIFT CARDS RETURNED TO LIZ SCHROCK BY SUPT. MICHELLE DiCOLA 29 MAY 15

Two handwritten signatures in black ink. The first signature is "Liz Schrock" and the second is "Michelle DiCola".

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-IL 60601

5081820809



Mr. John Botica  
Deputy Director  
Traffic Mgmt. Authority, Chicago  
1411 W. Madison  
Chicago, IL 60602

Gift Cards

May 10, 2015  
Mr. John Botica  
Deputy Director, TMA  
1411 W. Madison  
Chicago, IL 60602

Dear Sir,


Last Thursday, May 7, I exited the freeway at 5:00 p.m. onto East Washington to make my way home, near Millennium Park. It was 89 degrees outside. The traffic was horrible, the pedestrians were out en force: it was simply awful and chaotic.

I am sending compliments to your Traffic Management Authority employees, standing out in this madhouse in their orange and yellow vests, waving their sticks trying to control the flow of traffic. **THEY ARE AMAZING.**

For the last three blocks approaching Michigan Avenue, these men and women bravely stood their ground while cabs and aggressive drivers veered all around them! They patiently waved on the slow pedestrians and kept them safe. The road construction makes all drivers **CRAZY** and these employees maintain calm.

The woman working the crossing at Michigan and Washington the next afternoon, Friday, May 8, at 3:30 p.m., is exemplary as well! I chatted with her: Angie. She told me she actually was hit by a car once.

Can you find these four or five employees and give them these gift cards as a thank you from an anonymous citizen of Chicago? They need to know we **SEE** them and we **APPRECIATE** them on a daily basis. If there is an extra one please give two to Angie. Thank you.

Sincerely,  
Liz Schrock   
195 N. Harbor Drive, #3502  
Chicago, IL 60601  
312-526-3882

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\$ 25

No fees. No expiration. No kidding.\*  
Keep gift card for receipt lookups and reloads.



Card # 041-213-412-519-217  
Access # 09126026

Event # 0-790-01-1255-1  
Seq # 251921

0314 1255

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Card # 041-213-412-519-225  
Access # 26195149

Event # 0-790-01-1255-4  
Seq # 251922

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Access # 19110982

Event # 0-790-01-1255-8  
Seq # 251923

0314 1255

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\$ 25-

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Card # 041-213-412-519-209  
Access # 13024108

Event # 0-790-01-1255-8  
Seq # 251920

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\$ 25-

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Card # 041-213-412-519-191  
Access # 17079836

Event # 0-790-01-1255-8  
Seq # 251919

0314 1255