

Dear Kuulei,

It has now been three years that I have depended upon your company for transportation to a host of destinations. I am pleased to offer these comments about my experiences with OHE Services.

In fall 2006 , I had major abdominal and vascular surgery. Thses resulted in damage to a branch of the right femoral nerve. Consequently, this required extensive nursing and therapy at the Hi O'Lani Unit of this establishment (Kahala Nui) to provide care and training so that I was able to return to independent living in March, 2007. I was barely able to walk for a short distance, but there was poor motor control of my right leg, and little use of my left arm because of damage to my left shoulder. These conditions precluded any driving, and great difficulty getting into and out of vehicles. Consequently, I had limited use of transportation provided reisdents of Kahala Nui. Your service was recommended to me by the management of the facility. You carefully explained your service and rates. These were more than agreeable and affordable for me.

From the beginning you, and the other drivers, made it possible for me to get to and from doctor's appointments. Everyone was, and has been, most considerate about my limited mobility. You have provided transportation to a variety of destinations and assured that I got to and from appointments in a timely manner and safely.

In June, 2007, I had surgery for a shoulder replacement. That surgery was repeated in 2008. In this period, I have had chronic pain and inability to use my left arm. This required many appointments at Straub physical therapy to establish limited range of motion. These appointments were 2-3 times a week for an hour each. I was always picked up by one of your people in a timely manner, and brought back to Kahala Nui when finished. I am sure that these appointments required careful scheduling with your other clients, and I have always been surprise that you have been so acommodating. We arranged that I would give you appointment times in a timely manner by email, and this made it possible for me to prevent misunderstanding of time and dates.

After my release from the Straub therapy, I was referred to the Prinz Aquatherapy Unit at La Pietra. These sessions were for a year for both the right leg and left shoulder. As with the previous arrangement, you always provided prompt, friendly service. I never needed to carry funds to pay for these trips, as we very early arranged that I would allow billing for 10 trips to my regular credit card company, and we have continued to use this until the present. In June, 2008 the Prinz Unit closed their services, and I followed through until recently with two of my therapists who now operate as a similar facility Niu Shopping Center, Orthosport. I was with them on a regular basis until the end of August. You provided the same transportation for me at that time, as well.

I have always recommended your services to friends, therapists, and physicians treating me. Yours has been a valuable resource over these past years. I will continue to use your service, as I know it is dependable, and the drivers are careful, considerate, and friendly acquaintances. These trips are not only for appointments, but Sunday symphony, and opera performances as necessary. You have kindly taken me to do shopping for household items as needed. And kindly provided transportation to the airport for me or family members departing or arriving. I feel that you have provided reliable, economical, transportation for me as well as genuine concern and friendship. I am sure that others who have used your service have similar feelings. Most of all I trust that your service is personal, and financially rewarding.

An afterthought; I have really been impressed with the drivers, they have always been friendly and curtious. It always surprises me when they telephone to ensure me that they are coming to get me or if they are running a bit late. In traffic, they seem so confident and relaxed, and totally aware of what is happening. In addition, I am so pleased that they may know alternate routes for the destination. This shows knowledge of the city streets and traffic flow. These qualities are boon for you and me. My compliments to all for their service.

Many thanks and blassings now and for the future. Aloha and Mahalo nui loa.

Sincerely,

Sidney J. Townsley