

Larissa Seto

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MTC

March 25, 2021

Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105-2066
Attn. Andrew Fremier, Deputy Executive Director, Operations

**RE: Bay Area Freeway Patrol Service is Outstanding
Recognition of Mr. Woggermon 28-045**

Dear Mr. Fremier:

Writing to tell you about the outstanding public service provided to me and my son by Mr. Woggermon of MTC's Bay Area Freeway Service Patrol.

On Thursday March 25th at about 3 p.m. I was driving northbound on I-680 from San Jose (having just provided care for a shut-in family member) and we were returning home. We apparently drove over an 8- to 10-foot-long piece of rebar, which (unknownst to us) lodged in the frame of our car. Given the weird loud noises from our car, I immediately drove to the shoulder / center of the freeway near the Scott Creek Road ¾ mile exit sign. After I exited the car, saw the rebar, and was not able to remove it myself, I called my insurance carrier to ask for a tow truck (estimated time of arrival in about 1 hour), I was told that I would also need to summon a taxi for my minor son, as only one person could ride with the tow truck driver.

Mercifully, MTC's Freeway Patrol Service truck then pulled up behind our disabled car. I exited my car and spoke with Mr. Woggermon. While he explained that he was not the tow truck service that I had called for just 10 minutes earlier, he did say he would assess my disabled car. He asked me to wait inside my car for safety reasons.

Next, Mr. Woggermon carefully jacked up my car, saw the rebar stuck in the frame, then lifted the car further with his truck and dislodged the rebar (carefully putting the debris to the far center part of the freeway). He cautioned us about who to contact if we ever again become disabled in the center median, he refused offers of cash gratuities, and coordinated our safe entry back onto the freeway. We were quite literally saved by Mr. Woggermon.

You likely supervise many programs, including bridges, 511 and tolls, and probably receive praise and complaints regarding employees, programs, etc. While I will complete the on-line survey, I did want to take this extra time to write you a letter to tell you what an outstanding, skillful, professional, safety-minded and ethical employee you have with Mr. Woggermon. Truly public service!

Sincerely,

Larissa Seto

He saved us in record
time