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Mayor Ron Belmont
Town of Harrison

March 13, 2012

Justice Marc J. Lust
Harrison Town Court
1 Heineman Place
Harrison, New York 10528

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HARRISON NY

Dear Mayor Belmont and Justice Lust,

I'd like to express my appreciation for the very effective, cheerful and thoughtful help I received from one of your staff members, Mr. Sean O'Connell, when I visited Harrison Town Hall recently.

I had been informed that I owed money to either NY State or one of the cities in this area on two traffic tickets which I had incurred over 2 and a half years ago and which I had immediately paid. I was unclear what more I owed, why I owed it and where to go to pay what I owed. The threat was loss of license. I was mystified, since no one or letter had notified me there was a problem.

I had spent most of the previous day in other cities in the area trying to find out how to pay what I owed but to no avail. I was variously ignored, misinformed, and treated impatiently by a variety of officials of the DMV, the police and the courts on the phone or in person....and I still did not learn what I owed, why and where to pay.

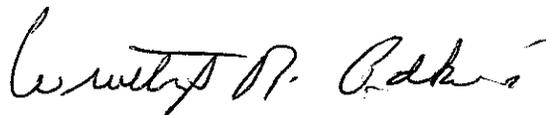
Luckily, the next day I visited Harrison Town Hall where I met Mr. O'Connell. When I showed him my receipts for the two paid tickets, the confusing paperwork and told him what I knew, he immediately understood the complex transaction and was able to explain it to me so that I, a reasonably intelligent, but uninformed citizen was finally able to understand both the problem and the three part solution which then involved trips to White Plains and Yonkers and email communication with Albany.

As a result, I was able to go to those places, straighten out the situation and pay what I owed. By looking up my State file, he also found that the address the DMV currently has was my old NYC address of over 22 years ago. Thus it became clear why I had received no notification of points and extra charges beyond the promptly paid speeding ticket penalties. Any notices had been sent to that old address and probably a dead letter file and not to my address in Connecticut listed above, where I have lived ever since moving from New York.

Mr. O'Connell used intelligence and compassion in helping me unravel an unfamiliar, difficult and stressful problem in a matter of minutes. He knew how the system works and could explain it clearly. He was unfailingly polite and patient as he analyzed the problem and mapped it out for me how to solve it.

He is a credit to your town and to the civil service. I would imagine that there are other citizens whom he has also helped who feel the way I do. I just simply had to write to let you know about the quality of his work with me.

Sincerely,



Winthrop R. Adkins, PhD
Professor Emeritus of Psychology and Education (retired)
Columbia University, Teachers College

cc Mr. Sean O'Connell

It was good to meet you briefly in the Hall & to learn of your Recreation background.