

December 15, 2011



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Dear Bobby,

It is hard to believe how quickly time has passed since our partnership in working together on the National Association of County Agriculture Agents Professional Improvement Conference that was held in Overland Park, Kansas, August 7–11, 2011. I just want to take a few quick minutes to again say thank you and express my gratitude for Agenda's role in making this meeting a glowing success, even surpassing my goals.

You and Agenda USA were a pleasure to work with from the very start. When I sent out bids for the transportations needs for this conference with an attendance of over 1,200 people that relied heavily on tours away from the conference site, your bid was the most complete and thorough of all received. It was easy for me to then build budgets for the various tours based on these projections.

As the conference approached the high quality commitment to service was evident whenever I e-mailed or called with follow up questions or points of clarification. The response was timely and accurate. The other reassuring fact of working with Agenda was that change in bus numbers or travel plans did not faze you. You were able to handle changes in a professional manner and always made sure our best interest was taken into consideration.

The most amazing and unbelievable fact was that you fully delivered on all agreements once the conference arrived. Not only did you meet your obligations but exceeded them in all areas. I think in this day and age I have to admit this is not the business norm but Agenda did it!

The biggest travel day for our conference was Wednesday, August 10 when 25 professional development tours with nearly 1,000 conference participants departed. Months later I am still amazed that within one hour and forty-five minutes all coaches were staged, loaded and departed on time. In fact, a couple of busses even departed early. This was made possible by the hard work of your on-site staff person that coordinated so effectively with the drivers and our volunteer staff to make sure each coach was in place. The efficient manner in which your staff handled the busses then allowed us to focus on our task. I never needed to worry about a coach being ready to depart once our guests were checked in.

Ultimately Bobby, the conference evaluation gave high marks for our transportation. This level of success is just not my opinion. Many commented on how organized the transportation was during the conference, or how friendly the drivers were, and helpful. Several participants even stated that this was the best transportation experience they have ever had at these yearly conferences held around the country.

Thank you, for helping to make this once in a lifetime professional experience so successful. I think it goes without saying that if I ever need services from a transportation company again I will dispense with request for proposals and simply pick up the phone and call Agenda for my needs.

Thanks again for everything,

Dennis Patton
Johnson County, Kansas State University Extension Agent
2011 NACAA Transportation and Tour Chair

DLP:srd

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Agricultural Experiment
Station and Cooperative
Extension Service
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