



Serving Southeast Alaska and Western Canada

RECEIVED DEC 24 1987

Dec 8, 1987
Box 272
Haines Ak

Mr. Roger Burcell

Dear Sir:

Received your letter and have contacted Neta Mills. She says she was very upset that day over other unrelated matters.

I am advised by our ticket supervisor, Peggy Ormassen. that often times the Alaska Computer fouls up the time of ticket purchase and they have had similar problems that takes time to check out. Never the less, it should not have happened and we apologize for any inconvenience it caused.

We appreciate hearing from you on this and insist all our employees give the very best of customer Service.

Yours very truly,

Layton A Bennett
Layton A Bennett

*talked to
Hutton*

CC Mayor Liv Gray
Chief Gerald Mayeda
Mike Tavaliero, city manager