



**Department of Public Utilities**

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Water Division  
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April 17, 2009

Glen Aubrey, President /CEO  
CTRG, Inc.  
553 N. Magnolia Ave  
El Cajon, Ca. 92020

Dear Glen;

I am proud to work for an organization that recognizes the importance of the leadership training you provide.

Everyone has a different understanding of what they believe their leadership role should be and how it should affect those around them. Core Team Training provides a cohesive, comprehensive view of leadership, resulting in functional teams, operating under the same basic principles and practices.

One of the more notable benefits for the Water Division was the grouping of three Section Supervisors into one Core Team. The obvious benefit is having three supervisors utilizing the same principles and practices and supporting one another in their use, but, it is the earned trust of the employees, seeing that all of three Supervisors display the same leadership model, that is so invaluable... Small steps in the right direction!

Sincerely,

Arthur "Bud" Tickel  
Chief of Water Operations  
City of Fresno  
DPU – Water Division

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