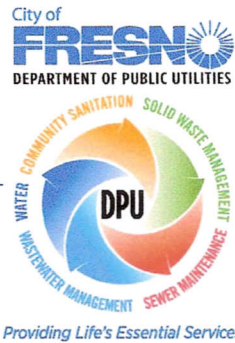


City of Fresno
Department of Public Utilities
Water Division

1910 East University Avenue
Fresno, California 93703-2927
559-621-5300 – FAX 559-488-1024
www.fresno.gov



February 28, 2009

Glen Aubrey, President/CEO
CTRG
553 N. Magnolia Avenue
El Cajon, CA 92020

Dear Mr. Aubrey:

It is with great pleasure to endorse Glen Aubrey and CTRG as an excellent, team building and leadership development program. Glen and his team have provided training to the Water Division management and non-management team leaders using "Leadership Is" and "Core Team Works" training programs. I have seen a great deal of success, within the Water Division as employees grew in this program and then started spreading it through the Division.

The main theme "people are more important than what they do" helped employees develop relationships in a team environment. Learning to make decisions about another's success strengthens the team and improves work product through accountability and trust.

I believe the main strength of this program is it is spread through-out the entire Division so all employees are working more in unity with each other.

Sincerely,

Douglas Kirk,
Chief of Water Operations
Department of Public Utilities, Water Division
City of Fresno