



Department of Public Utilities

Water Division
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Providing Life's Essential Services

March 3, 2009

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

It is my pleasure to endorse Glen Aubrey and CTRG as an excellent, results oriented, team building and leadership development program. Glen and his organization have provided consultant services for the Water Division for well over a year and in that short time have yielded extraordinary results.

The theme "People are more important than what they do" and "making decisions about another's success" have become more than words literally transforming the way people work together in the organization. I have personally seen drastic improvement in individuals as both management and employee changed the way they work together.

Core Teams have provided the opportunity to improve and optimize work groups and working relationships, but not without pain. This process has forced us to look at both function and relationship and make changes where appropriate.

Sincerely,

A handwritten signature in blue ink, reading "Garth R. Gaddy". The signature is fluid and cursive, with a long horizontal line extending to the right.

Garth R. Gaddy
Assistant Director of Public Utilities, Water Division
Department of Public Utilities
City of Fresno