

From: Kirsten Ayars [kayars@cox.net]
Sent: Friday, August 29, 2008 11:24 AM
To: Fred Luna; Stephen J. VanDenburgh; Jim M. Kemp
Cc: Carbajal, Salud; Art Infante
Subject: Happy Montecito resident

Hi all -

We received a very nice compliment today from Lois Klein, a Montecito resident. Lois has called a couple of times to discuss construction issues and relayed that recently she traveled up to Santa Cruz. There is a big construction project up there, and she spoke to her friend about information and inconvenience. She said her friend was jealous when she found out about the information we provide and the accessibility to real people when she has questions. She wanted to pass along her compliments and said, "You guys are doing the best job in the state by letting us know what is going on and being accessible." She felt that this really helped deal with the construction, inconvenience, and that she felt lucky to have us all working on the project.

Best,
Kirsten

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