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BUSINESS, TRANSPORTATION AND HOUSING AGENCY

January 31, 2005

Mr. Doug Failing
Director, District 7
Department of Transportation
100 South Main Street
Los Angeles, CA 90013

Dear  Mr. Failing:

I am writing to personally thank you and your team for the tremendous effort they put forth at the public listening conference held January 27 and 28 at your headquarters. Their timely responsiveness and "yes we can" attitude provided an ideal setting for these important meetings on goods movement and ports. You might say that we conducted these meetings as we would like the freeways to flow in Los Angeles: timely and orderly.

Please extend my gratitude to the following individuals for their help:

- Duncan McIntosh, Graphic Services Manager, and his team of Stephanie Jones, Tim Baker, Thomas Ritter, Steve Divorkin, Monica Murillo, Marc C. Wong and Rene Trujillo.
- Sylvester Wilson, Facility Operations Manager, and his team of Cathy Nelson, Rochelle Brown, Carmen Roberts, Juan Gonzalez, Donald Henderson and Norma Dorsey of Public Affairs.
- Captain Brian Gray, Sergeant Gabriel Del Castillo and the whole security team.
- Samuele Yoman, Building Manager, his assistant Chuck Wellington and their general services team.
- Registration table hosts Wilford Melton, Melanie Bradford, Wally Dizon, Vin Kuman, Dilara Rodriguez and Onyx Taylor-Smith.

We appreciate your personal involvement in ensuring that the facility and the guest hosts were at their best, and they were. Please share this acknowledgement with those team members cited above. Early feedback on evaluation forms acknowledged the great work of your folks, so once again "thank you." You and your team did such a great job that we will be back soon.

Sincerely,



SUNNE WRIGHT McPEAK
Secretary



cc: Will Kempton

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