

# City of Los Angeles

California



ERIC GARCETTI  
MAYOR

## INFORMATION TECHNOLOGY AGENCY

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LAURA ITO  
ASSISTANT GENERAL MANAGER

December 12, 2017

Mr. Thomas Lynch  
Graduate Professor  
California State University, Los Angeles  
Department of Political Science  
College of Natural and Social Sciences  
5151 State University Drive  
Los Angeles, CA 90032

Dear Mr. Lynch:

Thank you so much for allowing your students to do research on behalf of the City of Los Angeles during the fall 2017 semester. The city of Los Angeles strives to continue to improve our service delivery to all our residents and by partnering with your students, the city was able to utilize the analysis conducted by the students to continue to improve our customer service goal.

We hope that your students also benefited from the exposure to challenges that we are currently facing. We appreciate working with young and bright minds that were eager to find solutions and present new perspectives.

In conclusion, I would like to encourage further opportunities to work with your students in order to continue to create a win-win relationship for your institution, students and our organization.

Yours truly,

Roger Fernandez, MSLM  
Director of System  
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Mr. Thomas Lynch  
Graduate Professor  
Pepperdine University  
School of Public Policy  
24255 Pacific Coast Highway  
Malibu, CA 90263

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