City of Los Angeles
California

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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
Information Technology Agency
City of Los Angeles
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Graduate Professor
Pepperdine University
School of Public Policy
24255 Pacific Coast Highway
Malibu, CA 90263

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