



CITY OF RICHMOND

OFFICE OF THE MAYOR

March 14, 2008

Mr. David M. Garrett
Comsys Information Technology
4801 Cox Rd., Suite 202
Glen Allen, VA 23060

Dear Mr. Garrett:

I am writing to you on behalf of Jack Crowley, who I had the pleasure of working with for a good deal of last year. Jack was the project manager for the City of Richmond's new 311 call center, which came on line, as scheduled, January 2nd of this year.

Not only was this effort technically complex, it also meant a major shift in the culture of City Hall and our various departments. Added to that was the shift to a "strong mayor" form of government in 2005 that our employees, the City Council and citizens are still adjusting to, which meant that Jack had a daunting task indeed.

He faced a range of issues from new staff to hire and train, contractors to keep on schedule, the usual bureaucratic obstacles to overcome and the constant doubt that the deadline would be met on my part. Jack assured me with good humor, consummate skill and sheer tenacity that it would be and it was.

I have been involved in some complicated undertakings in my career; from the South St. Seaport in New York City, to the beginning of the "Big Dig" in Boston, and always appreciated staff who don't panic when something goes wrong, just figure out the problem. Jack is that kind of person; he will get the job done whatever it takes to do so, and I am happy to have worked with him.

Sincerely,

A handwritten signature in black ink, appearing to read "Isaac T. Graves".

Isaac T. Graves
Executive Staff Assistant
Office of the Mayor