

December 28, 2016

Mr. Glenn Steffens
Site Manager, Saginaw Transit Authority Regional Services
615 Johnson Street
Saginaw, MI 48602



To: Vanessa G. Nelson, President
Expert Human Resources

Dear Vanessa:

I want to take this time to thank you for a job well done on behalf of STARS. You came to STARS when STARS was going through a very difficult period and have really made a difference in our organization moving in the right direction.

Throughout the process of improvement, you were a continual source of knowledge, new ideas, and process improvements. You were diligent in assisting with making great decisions, as well as skilled at recruiting the right staff and dealing with employee issues.

The thorough audit you conducted helped us realize our compliance risks and the step by step action plan laid our improvement process proficiently. Additionally, the management training courses you provided were well received and needed by our management team.

Vanessa, not only are you a great planner and executor of ideas; I also appreciated the strategic business advisement you gave me throughout the process. I was able to be confident in my decisions.

Thank you for your services and advisement. The support you provided have facilitated our roadmap to success! Please feel free to have any organization contact me regarding references for your services. My direct line is (989) 907-4024. I will highly recommend you to any organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Glenn Steffens", is written over a light blue horizontal line.

Glenn Steffens, JD/MPA
Site Manager

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