

COMMITTEE ON OVERSIGHT  
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SUBCOMMITTEE ON INVESTIGATIONS,  
OVERSIGHT AND REGULATIONS  
SUBCOMMITTEE ON CONTRACTING  
AND WORKFORCE

Congress of the United States  
House of Representatives  
Washington, DC 20515-2211

KERRY BENTIVOLIO  
ELEVENTH DISTRICT  
MICHIGAN

Troy Library Director Cathleen Russ  
City of Troy  
511 West Big Beaver Road  
Troy MI 48084

January 2, 2014

Dear Cathleen,

I am writing to express my most heartfelt gratitude for your municipality's willingness to host the U.S. House of Representatives Eleventh Congressional District of Michigan Mobile Constituent Service Center (Mobile CSC) in September. The Mobile CSC was designed in order to better serve our mutual constituents by providing a convenient, local means for them to express their concerns, receive assistance in their dealings with federal agencies, and get their questions answered. The Center has been highly successful in fulfilling this purpose, a result that would have been impossible without your indispensable support and commitment to providing exceptional government services to the people of Troy.

The Mobile Constituent Service Center serves an absolutely vital role in our district office's operations, and I trust it has also proved beneficial to your community. I know that many times mutual constituents of ours may contact the office of local government for what are in fact federal issues. When the Mobile CSC is in your area, directing these individuals to visit us hopefully will not only lead to a resolution of their federal issues, but also redirect potential disruptions that might otherwise prevent your team from focusing on the vital tasks they so faithfully accomplish each and every day.

Now that the Mobile CSC's scheduled rotation has finished for this year's season, I would welcome any suggestions you might have regarding ways we could improve this service in 2014. Please do not hesitate to contact my office with any constructive criticism or feedback. My district team has already identified a few areas we would like to improve, including:

- Working with municipalities to schedule stop dates much further in advance
- Engaging in joint promotion of the stop by issuing joint press releases with the hosting municipality and coordinating a notification on its website, newsletter, and/or local public cable channels
- Informing even more of our constituents of stops by listing brief notices in local newspapers

Within the next few months, my district team will be contacting your main office to both discuss a potential stop in your area next year and to ask your opinion of how this year's stop went. Additionally, I would very much appreciate the opportunity to meet with you and discuss any concerns or issues you and the residents of your municipality may have. Again, you have my thanks for all of your help in making my Mobile Constituent Service Center's first year a success. If there is ever anything I can do to assist you, please do not hesitate to contact my office.

Sincerely,  
  
Kerry Bentivolio  
Member of Congress