

**ROBERT SHIFF**  
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November 29, 2010

Mayor and City Council  
City of Hopkins  
1010 South First Street  
Hopkins, MN 55343

RE: City Services

In September we moved from Hopkins after 25 years as residents. It was difficult leaving a home we love there, in part because of the outstanding services we consistently received from City staff.

Looking back, those with whom we interacted and were consistently impressed included:

- Public Works (especially Penny and Peggy)
- Police Department (ALL officers, and especially Colleen and other dispatchers)
- Fire Department
- Assessor (Nancy and others)
- Inspectors
- Trash collection drivers
- Actually, everyone we have come in contact with.

Congratulations on a wonderful City staff!

Very truly yours,

A handwritten signature in black ink, appearing to read "Rob Shiff". The signature is stylized with a large, sweeping initial "R" and a long, trailing flourish.