

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS



**James R. Capaldi, P.E.**  
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Lori and Bob Bomes  
AGI Consulting Group, LLC  
70 Mettatuxet Road  
Narragansett, RI 02882

Dear Lori and Bob:

As I begin to reflect on my long career at the Department, especially the last four as Director, I remember my desire to have a complete management and operational review performed for the Maintenance Division. For more than 40 years, there was little to no change in how things were done. We immediately recognized that the scope was so great, it was imperative that we contract out with professionals that would help us to reach our goals.

I can now easily say that our choice to hire AGI was one of the best decisions the Department could have made. The significant role you played in the turn-a-round success of this division was a key element to the extremely high grades we received from the Governor on the transformation.

Your skills at talent assessment, team building, coaching and organizational restructuring are second to none. Your personal hands-on approach made it appear that you were actually part of the senior executive staff. It felt very natural, for example, when I asked you to mediate a meeting on the Oracle financial issues we were wrestling with, to get others that attended to resolve their differences. It worked because you were the best person to get the job done. Your unique ability to "tell it as you see it" with pointed constructive alternatives place you in a class by yourselves.

As I believe that you played a significant role in the successes we've experienced at the Department during the time you have been on board, I can easily recommend the services provided by AGI to anyone without reservation.

Best wishes to both of you,

A handwritten signature in black ink that reads "Jim Capaldi".