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Swanson Volunteer Committee
P.O. Box 65490
St. Paul, MN 55165

Dear Elizabeth:

Beginning with Attorney General Doug Head, I served throughout my legal career as an Assistant Attorney General. When I retired I was the manager of the Education Division. I was also the primary operations officer for Citizen Service correspondence.

I worked closely with Lori Swanson on constituent correspondence. We had conferences approximately three days per week where the two of us reviewed and discussed citizen complaints. In the process we sorted out complaints to look for patterns of deceptive or irregular activity by companies and for incidents that represented excessive harm in terms of frequency or severity to the citizen. All of the letters were assigned to attorneys for review. The attorneys were expected to respond to the citizen with suggestions for assistance and, in many cases, we would write to the company involved to express our opinion on a proper resolution of the matter. I believe that we were able to get a successful response approximately 90% of the time.

I always enjoyed my conferences with Lori. She is an exceptionally hard worker who is incredibly bright. She was quick to make suggestions on the edits, and she was very alert to pick up trends in commercial, environmental or criminal activity. I found her to be an absolute delight to work with on this important project.

The office receives over 10,000 citizen letters per year. Our work in this area demonstrated to the public that the office of Attorney General is a "people's office" and that it is part of "government of the people, by the people and for the people."

Sincerely,


Chuck Mottl