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mention

Constituent service top priority for Capps

I am writing to respond to Adam Zetter's May 28 letter questioning the knowledge of Congressman Walter Capps' district staff. The congressman has identified constituent service as one of his top priorities; therefore, I take Zetter's allegations seriously and would like to respond to them in kind.

To ensure high quality service, we keep detailed records of all constituent telephone calls. We have searched our records in all three of the congressman's district offices and in his Washington, D.C., office and have found no record of Zetter's call.

If the call in fact transpired as Zetter described, he would have spoken to one of our student interns. We rely on interns to assist with answering the telephone, in addition to their other duties, because of the high volume of calls we receive.

Based on Zetter's description of the exchange, the intern did not follow our clearly defined policy to respond promptly and professionally to all constituent inquiries.

For that, I apologize to Zetter.

As regular readers of this newspaper's Perspective section know, on May 11 the congressman published an extensive op-ed piece describing his position on the balanced budget agreement. I have sent a copy of this editorial to Zetter for his review. If anyone else would like a copy of the editorial, please call the congressman at the most convenient telephone number: Santa Barbara, 730-1710, Santa Maria, 349-9313; San Luis Obispo, 546-8348; or Washington, D.C., 202-225-3601.

I respectfully suggest that the more direct route for Zetter to receive an answer to his question would have been a call back to our office, not a letter to the editor. Nonetheless, I encourage Zetter and all of the congressman's constituents who have a question regarding the congressman's position on an issue to contact our office.

Congressman Capps is dedicated to providing outstanding constituent service of the same

caliber as Reps. Robert Lagomarsino and Leon Pannetta provided to their constituents. Congressman Capps realizes that this is a high goal but believes that the constituents of the 22nd Congressional District deserve no less. The congressman assures all Central Coast residents that he and his staff will do everything necessary to achieve this goal.

Elizabeth J. Giffin
District Director
Congressman Walter Capps

We welcome your letters. We do not publish two letters from the same contributor in one 60-day period. We prefer that letters be typed. Write to: News-Press, P.O. Box 1359, Santa Barbara 93102. Or fax 966-6258. Our e-mail address is: SBNPEDIT@aol.com. You may also call John Lankford at 564-5161.