

# New City Manager Has Big Friendly Grin, Firm Jaw As Visitors And Tasks Crowd His Days

By Hadley Roff

The new city manager, Bob Klein, is a big man, tall with broad shoulders and long slim hands. But the biggest thing you notice about him when you're meeting him is his smile.

It's an explosive one that seems to crack his tanned face from ear to ear.

When he is talking over the phone or with the many citizens who drop into see him, a half smile sometimes plays at the corner of his firm mouth.

Humor, too, sparkles in his brown eyes.

He chuckles rather than laughs, and his mouth bubbles when he's amused.

But his smile evaporates when he tackles the large stack of papers that daily pile on his desk. With jaw firmly set and brows drawn together, he scans the many letters and reports that arrive each day in the mail. As he files through the papers, he hastily scribbles notes on a pad and occasionally buzzes for his secretary and rapidly dictates a letter or asks for information.

But when a visitor calls, as I did Friday afternoon, his friendly smile reappears.

He chatted proudly about his two small sons (Jeffie, 2, and Bobby, 7) and about his new home at 437 Linden.

"It's fun to move into a new community," he smiled, "to meet new people, to see new things."

He said since his arrival that he has attended many meetings and has met many people.

"I've found Santa Cruzans most friendly," he commented.

"That's perhaps the greatest asset of this city, the friendliness of its citizens," he stated.

He told of going to church with his family Sunday and of how friendly the greeting was.

"The people were most friendly, offering to help us get settled. My wife and I and the kids surely appreciated it," he stated.

"Such show of hospitality means a great deal to newcomers," he said, his voice quietly sincere.

He said if Santa Cruz shows that kind of hospitality to all newcomers and visitors then the city "will encourage great growth."

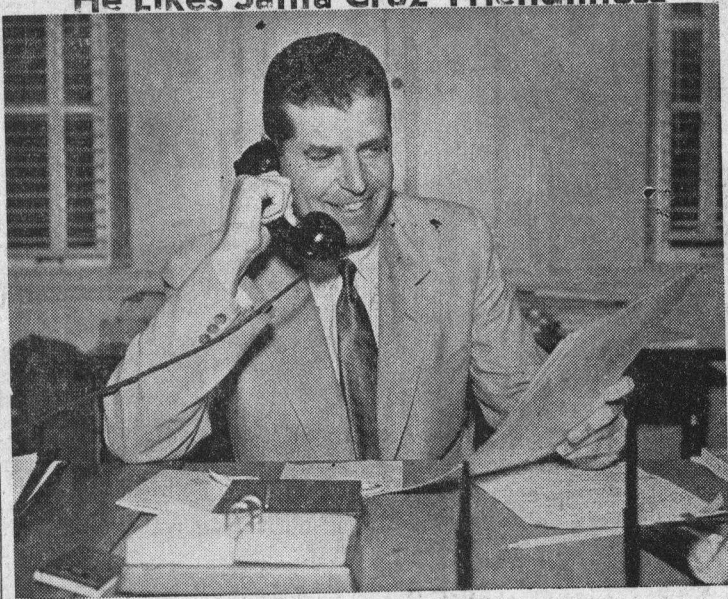
Swiveling his chair a bit so he could look from his office out onto the flowers that brighten the city hall garden, Klein was silent for a moment. Then with a slight shake of his head he said, "You know, you have a mighty beautiful city here."

He added that Santa Cruz' beauty bests that of many other cities.

"Do you know DeLaveaga park?" he inquired. But before I could answer he went on enthusiastically.

"That is one of the most beautiful parks I've seen. With a little development it could be made more beautiful than famous Balboa park

## He Likes Santa Cruz' Friendliness



Robert N. (Bob) Klein

in San Diego."

He pointed out other beauty spots. The three bordered San Lorenzo river, the cliff drives, the great green sweep of the forest lands into Bonny Doon.

But DeLaveaga park has captured his eye. He frequently remarked about the development opportunities there.

"With proper funds, the beauty of that area could be developed to excel most parks in the nation," he declared.

But such development might be years coming, he advised. He warned that the community must be content to grow slowly within a sound budget.

Swinging back in his chair so that he faced me square on, he said—his smile fading, his look serious—that, like many other growing California communities, Santa Cruz is plagued with a severe problem that will take years to solve.

That problem stems, he said, from rapid growth. He said that many of the investments made by the city 20 years ago are no longer adequate.

He cited the water department which he said is serving much of the city through four inch mains laid in the late 1920s. Six and eight inch lines are needed now, Klein advised.

"Replacing the old with new is the chief problem and it is a tough one," Klein said.

He indicated that increased costs, both labor and material, hindered such development.

He was studiously silent for a moment. He ran a hand through his short cropped hair.

"But then," he explained, his

buoyancy returning, "the problems are not insurmountable."

"Look at the strides made by Santa Cruz in the last few years," he declared. "The modernization of the fire, police and water departments have all been wonderful."

As he talked he glanced frequently at the clock on the wall behind his desk. "Damn," he said once when the large hand on the clock had jumped 20 minutes between glances, "time sure zips by fast."

And the day must go fast for the city manager, if his appointment book is any indication.

According to Klein Friday was a normally busy day that started slightly before 8 in the morning in his office in the south wing of the city hall.

The first thing done was the reading of scores of letters.

"We never count them," he said, "because if we did it might take our breaths away."

Then came dictation as all the letters were answered.

By 8:30 the stream of callers had begun. Most of the early visitors were department heads seeking advice on cuts made in their budgets by the city council last week.

By 10 a.m. early callers had been satisfied and Klein left the office to inspect culverts and a new walk along East Cliff drive. Then came a meeting with the consultant for the planning commission and a detailed discussion of the proposed zoning ordinance.

That meeting was followed by one with the city librarian who sought advice on the library budget. Then the city attorney called

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