HIAWATHA FIRE-RESCUE

MEMORANDUM

TO: HONORABLE MAYOR, HIAWATHA CITY COUNCIL

FROM: MIKE NESSLAGE, FIRE CHIEF

SUBJECT: MONTLY REPORT FOR DECEMBER 2017

DATE: 1/11/2018

Attached is statistical data for the month of December 2017. December had only 81 responses for the month, making it the slowest month since February of 2016. We have attributed much of the slow down due to running fewer mutual aid calls for Area Ambulance. We provided mutual aid to Area Ambulance 66 times the first half of the year, and only 35 times the second half, and in December, only 2 times. Those of you who were around will recall a time when Area didn't think we could take care of our own community, let alone help them on a regular basis. Fortunately, much has changed, relationships have improved, and we work well together.

December is typically a quiet month for us for activities. I made several visits to the schools to discuss winter safety. We assisted Parks with the Holiday Fun Run. I attended the Cedar Rapids School Districts State of the District event. Administrative Staff met with the staff of the new Mercy Urgent Care facility. I continue to work with a handful of other county chief's and representatives from the Sherriff's office on updating dispatch procedures, along with forming a County Fire Chief's organization. Within a couple of months we hope to start with some testing of new dispatching procedures that will result in better deployment of mutual aid resources.

We also continue to improve our use of technology. Just before Christmas we activated our "CAD Link". The CAD (Computer Aided Dispatch) link sends data from the dispatch's software to our reporting software. We are still working on the bugs but eventually this will eliminate our paper logs and report sheets, and improve our data collection.

Just before Christmas I was contacted by Venture Crew 2000, a youth program that meets at the Isaac Walton League. They wanted our help in donating a number of new toys they had purchased as part of an activity. We connected with the Staff at Hiawatha Elementary and were able to provide Christmas Presents to 7 families.

I'm attaching a couple nice thank you notes that I received. One of the things I get to enjoy about this job is the great feedback I receive from the community. You will note that I have to blank out information that may identify who the patient is in order to comply with HIPAA.

I look forward to seeing you Monday night at the budget discussions. As always, if you have any questions, please ask.

December 2017

Monthly Report

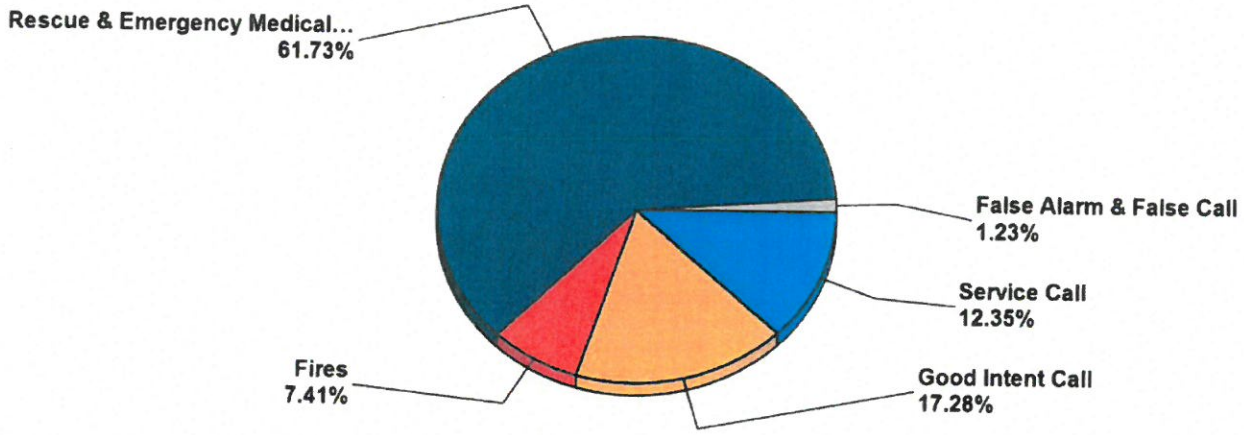
Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:06:51 AM

Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 12/01/2017 | End Date: 12/31/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	6	7.41%
Rescue & Emergency Medical Service	50	61.73%
Service Call	10	12.35%
Good Intent Call	14	17.28%
False Alarm & False Call	1	1.23%
TOTAL	81	100.00%

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	2	2.47%
132 - Road freight or transport vehicle fire	1	1.23%
142 - Brush or brush-and-grass mixture fire	2	2.47%
150 - Outside rubbish fire, other	1	1.23%
321 - EMS call, excluding vehicle accident with injury	48	59.26%
322 - Motor vehicle accident with injuries	1	1.23%
331 - Lock-in (if lock out , use 511)	1	1.23%
511 - Lock-out	1	1.23%
550 - Public service assistance, other	1	1.23%
553 - Public service	2	2.47%
554 - Assist invalid	5	6.17%
571 - Cover assignment, standby, moveup	1	1.23%
611 - Dispatched & cancelled en route	8	9.88%
622 - No incident found on arrival at dispatch address	5	6.17%
651 - Smoke scare, odor of smoke	1	1.23%
743 - Smoke detector activation, no fire - unintentional	1	1.23%
TOTAL INCIDENTS:	81	100.00%

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:07:36 AM

Incident Count for Zone for Date Range

Zone: All Zones | Start Date: 12/01/2017 | End Date: 12/31/2017

ZONE	NUMBER OF CALLS
090 - Cedar Rapids	3
090A - Area Mutual Aid Calls, all areas	2
101 - Rainbow Estates	22
111 - Library/Tucker Park/City Hall	3
113 - Robins Rd, South of Boyson	10
114 - Center Point Rd, Emmons to Boyson	2
121 - West Hiawatha/Heritage Green	4
131 - Monroe Township/Hiawatha Fire	6
211 - North Center Point Road, Stamy Rd Industrial Park	12
212 - Robins Rd, North of Boyson	1
218 - Bali Hai	2
221 - Hiawatha North, Progress Drive Area	1
319 - Tower Terrace Community	3
380 - On I-380 or right away/ramps	3
400 - Monroe Township/Monroe Fire	1
600 - Palo and Palo FPD6	3
800 - Shellsburg/Shellsburg FPD	3
TOTAL:	81

Zone information is defined on the Basic Info 3 screen of an incident. This report counts each exposure. Only REVIEWED incidents included.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:08:23 AM

Total Incidents per Personnel for Date Range

Personnel: All personnel | Sort By: Count | Start Date: 12/01/2017 | End Date: 12/31/2017

PERSONNEL	COUNT	PERCENTAGE
Walter , Daniel	55	67.90 %
Packman, Nathan	49	60.49 %
Powers , Matthew K	34	41.98 %
Jellison , Nicholas J	33	40.74 %
Nesslage , Michael V	30	37.04 %
Van Weelden, Shelby	25	30.86 %
McCarty, Payton	21	25.93 %
Berry, Madison A	18	22.22 %
Lellig , Matthew	17	20.99 %
Neuhaus , Ryan A	16	19.75 %
Brenneman , Greg S	14	17.28 %
Brunscheen , Zachary R	14	17.28 %
Kroemer , Kurt	12	14.81 %
Brown , Taylor James Kenneth	10	12.35 %
Craven , Stephen H	10	12.35 %
Daley , Jeffery M	10	12.35 %
Hobbs , Jedidiah	10	12.35 %
Kennally, Joey	10	12.35 %
Kjome , Ben H	10	12.35 %
Sweeney , Andrew S	9	11.11 %
Betts, Joshua	8	9.88 %
Gelski , Christopher	8	9.88 %
Langguth , Pacer	8	9.88 %
Liscum , Chris	8	9.88 %
Rounds, Martin	8	9.88 %
Schinstock, Todd	8	9.88 %
Studt , Scott	8	9.88 %
Archibald , Robert S	7	8.64 %
Hoover , Eric	7	8.64 %
Tarasi, Frank P	7	8.64 %
Fairlie , Caleb	6	7.41 %
Hartke, Aaron	6	7.41 %
Hook , Michael W	6	7.41 %
Mackin , William F	6	7.41 %
Ransford , Brad	6	7.41 %
Wallraff, Nick	6	7.41 %
Minear, Shaylee	5	6.17 %
Westendorf , Joe	5	6.17 %
Farley, Grady	4	4.94 %

Includes incidents where personnel responded to on or off an apparatus. Only REVIEWED incidents included.

PERSONNEL	COUNT	PERCENTAGE
Kray, Jacob R	4	4.94 %
Barth, Jared	3	3.70 %
Cole, Douglas	3	3.70 %
Dunkel, Nicholas	3	3.70 %
Miller, Christina	3	3.70 %
Partridge, Trent	2	2.47 %
Shalla, Zach	2	2.47 %
Administrator, Hiawatha	1	1.23 %
Fisher, Seth D	1	1.23 %
Froehlich , Adam N	1	1.23 %
Roberts, Devantez	1	1.23 %
Sheeley, Andrew C	1	1.23 %
Sum of Individual Responses	559	
Total Incidents for Date Range	81	

Includes incidents where personnel responded to on or off an apparatus. Only REVIEWED incidents included.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:09:07 AM

Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 12/01/2017 | End Date: 12/31/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	0	0	0	0	0	0	0
01:00	1	0	0	0	0	0	1
02:00	0	1	0	1	0	0	1
03:00	0	0	0	0	1	0	0
04:00	0	0	1	0	0	1	1
05:00	0	1	1	0	1	0	0
06:00	0	0	0	0	0	0	0
07:00	0	0	0	0	0	1	0
08:00	0	0	0	0	1	0	0
09:00	0	1	0	0	0	0	0
10:00	0	0	1	2	1	0	0
11:00	0	1	1	1	1	2	1
12:00	0	1	2	0	2	4	0
13:00	0	1	0	4	1	1	0
14:00	0	0	0	2	1	0	1
15:00	0	1	0	0	1	1	1
16:00	0	1	0	2	1	1	1
17:00	0	0	1	0	0	2	0
18:00	2	1	1	2	1	0	1
19:00	0	0	0	0	0	0	1
20:00	0	0	0	1	0	0	0
21:00	0	1	1	0	0	1	0
22:00	1	0	0	0	0	0	3
23:00	1	1	1	1	0	1	0
Total Responses for Day	5	11	10	16	12	15	12
% of Responses for Day	40.00%	9.09%	20.00%	25.00%	16.67%	26.67%	25.00%
% of Responses for Week	6.17%	13.58%	12.35%	19.75%	14.81%	18.52%	14.81%

Hour	Total per Hour	Percent
00:00	0	0.00%
01:00	2	2.47%
02:00	3	3.70%
03:00	1	1.23%
04:00	3	3.70%
05:00	3	3.70%
06:00	0	0.00%
07:00	1	1.23%
08:00	1	1.23%
09:00	1	1.23%
10:00	4	4.94%
11:00	7	8.64%
12:00	9	11.11%
13:00	7	8.64%
14:00	4	4.94%
15:00	4	4.94%
16:00	6	7.41%
17:00	3	3.70%
18:00	8	9.88%
19:00	1	1.23%
20:00	1	1.23%
21:00	3	3.70%
22:00	4	4.94%
23:00	5	6.17%
Total	81	100.00%

Incident Count by Weekday and Hour for Zone and Date Range. Zone information is defined on the Basic Info 3 screen of an incident.
Only REVIEWED incidents included.
Maximum call volumes for each day are shown with a RED background, and maximum call volumes for each hour are shown with a BLUE background.
"% of Responses for Day" indicates the maximum hourly call volume as percentage of total calls for the day of the week.
"% of Responses for Week" indicates the total number of calls for the day of the week as a percentage of total calls.

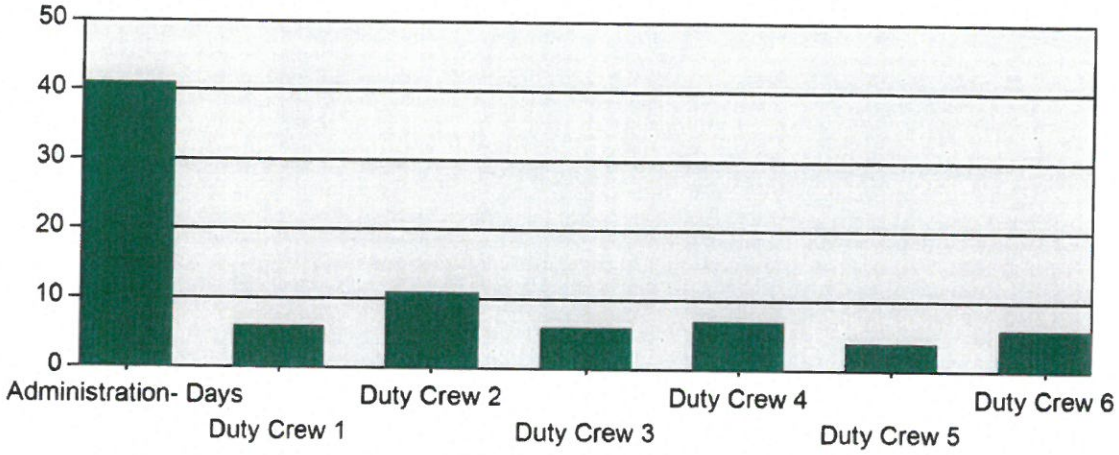
Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:09:45 AM

Incidents by Shift for Date Range

Start Date: 12/01/2017 | End Date: 12/31/2017



SHIFT	# INCIDENTS
Administration- Days	41
Duty Crew 1	6
Duty Crew 2	11
Duty Crew 3	6
Duty Crew 4	7
Duty Crew 5	4
Duty Crew 6	6
TOTAL:	**81**

Incidents with multiple EXPOSURES, with distinct stations, may create a slight difference between the report total and total number of actual incidents for the DATE RANGE provided. The totals reflect the # INCIDENTS each STATION was assigned. Only REVIEWED incidents included.

Calendar Year 2017

Annual Report

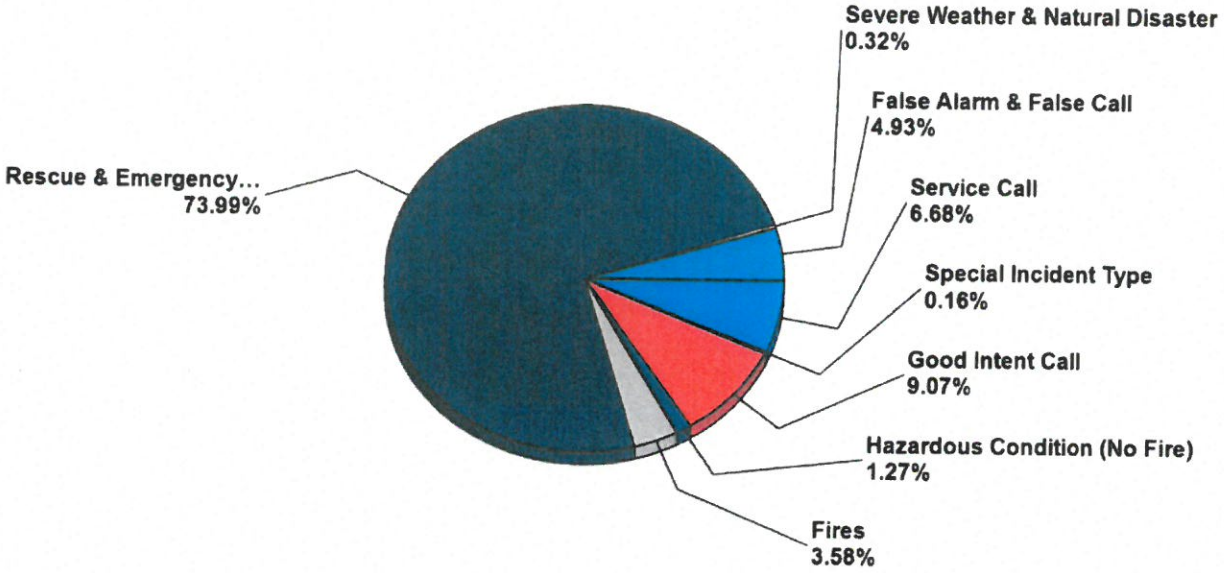
Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:06:10 AM

Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 01/01/2017 | End Date: 12/31/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	45	3.58%
Rescue & Emergency Medical Service	930	73.99%
Hazardous Condition (No Fire)	16	1.27%
Service Call	84	6.68%
Good Intent Call	114	9.07%
False Alarm & False Call	62	4.93%
Severe Weather & Natural Disaster	4	0.32%
Special Incident Type	2	0.16%
TOTAL	1257	100.00%

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	14	1.11%
113 - Cooking fire, confined to container	1	0.08%
114 - Chimney or flue fire, confined to chimney or flue	1	0.08%
118 - Trash or rubbish fire, contained	1	0.08%
121 - Fire in mobile home used as fixed residence	1	0.08%
130 - Mobile property (vehicle) fire, other	1	0.08%
131 - Passenger vehicle fire	8	0.64%
132 - Road freight or transport vehicle fire	3	0.24%
142 - Brush or brush-and-grass mixture fire	6	0.48%
143 - Grass fire	5	0.40%
150 - Outside rubbish fire, other	1	0.08%
151 - Outside rubbish, trash or waste fire	1	0.08%
160 - Special outside fire, other	2	0.16%
311 - Medical assist, assist EMS crew	3	0.24%
320 - Emergency medical service, other	1	0.08%
321 - EMS call, excluding vehicle accident with injury	886	70.49%
322 - Motor vehicle accident with injuries	28	2.23%
323 - Motor vehicle/pedestrian accident (MV Ped)	2	0.16%
324 - Motor vehicle accident with no injuries.	6	0.48%
331 - Lock-in (if lock out , use 511)	2	0.16%
381 - Rescue or EMS standby	2	0.16%
411 - Gasoline or other flammable liquid spill	1	0.08%
412 - Gas leak (natural gas or LPG)	6	0.48%
413 - Oil or other combustible liquid spill	1	0.08%
422 - Chemical spill or leak	1	0.08%
424 - Carbon monoxide incident	1	0.08%
440 - Electrical wiring/equipment problem, other	1	0.08%
444 - Power line down	2	0.16%
445 - Arcing, shorted electrical equipment	1	0.08%
461 - Building or structure weakened or collapsed	1	0.08%
480 - Attempted burning, illegal action, other	1	0.08%
500 - Service Call, other	7	0.56%
511 - Lock-out	3	0.24%
531 - Smoke or odor removal	2	0.16%
550 - Public service assistance, other	8	0.64%
551 - Assist police or other governmental agency	5	0.40%
552 - Police matter	2	0.16%
553 - Public service	12	0.95%
554 - Assist invalid	34	2.70%
561 - Unauthorized burning	1	0.08%
571 - Cover assignment, standby, moveup	10	0.80%
600 - Good intent call, other	4	0.32%
611 - Dispatched & cancelled en route	84	6.68%
622 - No incident found on arrival at dispatch address	22	1.75%
632 - Prescribed fire	1	0.08%
651 - Smoke scare, odor of smoke	2	0.16%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.08%
700 - False alarm or false call, other	8	0.64%
714 - Central station, malicious false alarm	1	0.08%
715 - Local alarm system, malicious false alarm	1	0.08%
731 - Sprinkler activation due to malfunction	1	0.08%
733 - Smoke detector activation due to malfunction	16	1.27%
735 - Alarm system sounded due to malfunction	1	0.08%
736 - CO detector activation due to malfunction	5	0.40%
743 - Smoke detector activation, no fire - unintentional	13	1.03%

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
744 - Detector activation, no fire - unintentional	2	0.16%
745 - Alarm system activation, no fire - unintentional	11	0.88%
746 - Carbon monoxide detector activation, no CO	3	0.24%
815 - Severe weather or natural disaster standby	4	0.32%
911 - Citizen complaint	2	0.16%
TOTAL INCIDENTS:	1257	100.00%

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:07:20 AM

Incident Count for Zone for Date Range

Zone: All Zones | Start Date: 01/01/2017 | End Date: 12/31/2017

ZONE	NUMBER OF CALLS
090 - Cedar Rapids	26
090A - Area Mutual Aid Calls, all areas	101
101 - Rainbow Estates	300
111 - Library/Tucker Park/City Hall	89
113 - Robins Rd, South of Boyson	145
114 - Center Point Rd, Emmons to Boyson	27
121 - West Hiawatha/Heritage Green	94
131 - Monroe Township/Hiawatha Fire	63
211 - North Center Point Road, Stamy Rd Industrial Park	111
212 - Robins Rd, North of Boyson	18
218 - Bali Hai	53
221 - Hiawatha North, Progress Drive Area	20
222 - Wolf Creek Neighborhood	4
300 - North of Tower Terrace, In City Limits	6
319 - Tower Terrace Community	14
380 - On I-380 or right away/ramps	25
400 - Monroe Township/Monroe Fire	13
500 - Robins, City of	4
600 - Palo and Palo FPD6	39
800 - Shellsburg/Shellsburg FPD	99
999 - Not Classified	6
TOTAL:	1257

Zone information is defined on the Basic Info 3 screen of an incident. This report counts each exposure. Only REVIEWED incidents included.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:08:09 AM

Total Incidents per Personnel for Date Range

Personnel: All personnel | Sort By: Count | Start Date: 01/01/2017 | End Date: 12/31/2017

PERSONNEL	COUNT	PERCENTAGE
Walter , Daniel	773	61.50 %
Powers , Matthew K	521	41.45 %
Nesslage , Michael V	496	39.46 %
Van Weelden, Shelby	453	36.04 %
Brunscheen , Zachary R	333	26.49 %
Packman, Nathan	308	24.50 %
Daley , Jeffery M	304	24.18 %
Jellison , Nicholas J	283	22.51 %
Neuhaus , Ryan A	257	20.45 %
Brenneman , Greg S	254	20.21 %
Liscum , Chris	232	18.46 %
Fairlie , Caleb	216	17.18 %
Kjome , Ben H	189	15.04 %
Tarasi, Frank P	188	14.96 %
Ransford , Brad	172	13.68 %
Wallraff, Nick	165	13.13 %
Brown , Taylor James Kenneth	163	12.97 %
Hobbs , Jedidiah	161	12.81 %
Studt , Scott	161	12.81 %
Langguth , Pacer	159	12.65 %
Veerhusen , Dan	155	12.33 %
Lellig , Matthew	152	12.09 %
Craven , Stephen H	148	11.77 %
Betts, Joshua	147	11.69 %
Mackin , William F	139	11.06 %
Barth, Jared	133	10.58 %
Berry, Madison A	133	10.58 %
Gelski , Christopher	129	10.26 %
Schinstock, Todd	128	10.18 %
Minear, Shaylee	113	8.99 %
Kennally, Joey	112	8.91 %
McCarty, Payton	112	8.91 %
Archibald , Robert S	102	8.11 %
Kroemer , Kurt	99	7.88 %
Sweeney , Andrew S	98	7.80 %
Hartke, Aaron	92	7.32 %
Westendorf , Joe	87	6.92 %
Partridge, Trent	76	6.05 %
Hook , Michael W	71	5.65 %

Includes incidents where personnel responded to on or off an apparatus. Only REVIEWED incidents included.

PERSONNEL	COUNT	PERCENTAGE
Hoover , Eric	70	5.57 %
Rowell, Spencer	70	5.57 %
Cole, Douglas	67	5.33 %
Roberts, Devantez	59	4.69 %
Shalla, Zach	42	3.34 %
Froehlich , Adam N	34	2.70 %
Dunkel, Nicholas	32	2.55 %
Mackin, Samantha	29	2.31 %
Miller, Christina	26	2.07 %
Carter , Joshua D	25	1.99 %
Sheeley, Andrew C	24	1.91 %
Kray, Jacob R	18	1.43 %
Zlabek , John C	18	1.43 %
Rounds, Martin	17	1.35 %
Fisher, Seth D	6	0.48 %
Pate, Brandon	6	0.48 %
Farley, Grady	4	0.32 %
Redington, Patricia	2	0.16 %
Rescue 57, Sheriff	2	0.16 %
Scharnau, Dylan	2	0.16 %
Administrator, Hiawatha	1	0.08 %
Harris, Cathy	1	0.08 %
Whitney, Jack	1	0.08 %
Sum of Individual Responses	8570	
Total Incidents for Date Range	1257	

Includes incidents where personnel responded to on or off an apparatus. Only REVIEWED incidents included.

Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:08:48 AM

Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 01/01/2017 | End Date: 12/31/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	10	3	8	5	3	2	4
01:00	7	3	3	3	1	3	3
02:00	7	2	1	6	1	2	8
03:00	1	0	2	2	6	0	3
04:00	1	5	5	2	1	5	3
05:00	3	3	2	5	3	1	2
06:00	5	5	3	3	1	2	3
07:00	1	7	8	6	8	7	6
08:00	4	8	10	9	7	9	8
09:00	7	11	10	8	11	10	5
10:00	5	9	12	11	15	12	11
11:00	6	10	11	18	11	20	8
12:00	6	8	13	9	7	14	9
13:00	5	21	10	15	14	13	8
14:00	11	21	11	9	18	14	12
15:00	6	6	19	10	8	12	4
16:00	7	13	12	14	16	16	6
17:00	4	7	10	4	11	9	4
18:00	9	13	9	15	12	14	8
19:00	8	10	8	11	5	6	5
20:00	8	8	5	12	3	8	10
21:00	7	13	8	8	7	7	2
22:00	12	11	6	9	6	4	14
23:00	2	6	4	5	3	6	3
Total Responses for Day	142	203	190	199	178	196	149
% of Responses for Day	8.45%	10.34%	10.00%	9.05%	10.11%	10.20%	9.40%
% of Responses for Week	11.30%	16.15%	15.12%	15.83%	14.16%	15.59%	11.85%

Hour	Total per Hour	Percent
00:00	35	2.78%
01:00	23	1.83%
02:00	27	2.15%
03:00	14	1.11%
04:00	22	1.75%
05:00	19	1.51%
06:00	22	1.75%
07:00	43	3.42%
08:00	55	4.38%
09:00	62	4.93%
10:00	75	5.97%
11:00	84	6.68%
12:00	66	5.25%
13:00	86	6.84%
14:00	96	7.64%
15:00	65	5.17%
16:00	84	6.68%
17:00	49	3.90%
18:00	80	6.36%
19:00	53	4.22%
20:00	54	4.30%
21:00	52	4.14%
22:00	62	4.93%
23:00	29	2.31%
Total	1257	100.00%

Incident Count by Weekday and Hour for Zone and Date Range. Zone information is defined on the Basic Info 3 screen of an incident.
Only REVIEWED incidents included.
Maximum call volumes for each day are shown with a RED background, and maximum call volumes for each hour are shown with a BLUE background.
"% of Responses for Day" indicates the maximum hourly call volume as percentage of total calls for the day of the week.
"% of Responses for Week" indicates the total number of calls for the day of the week as a percentage of total calls.

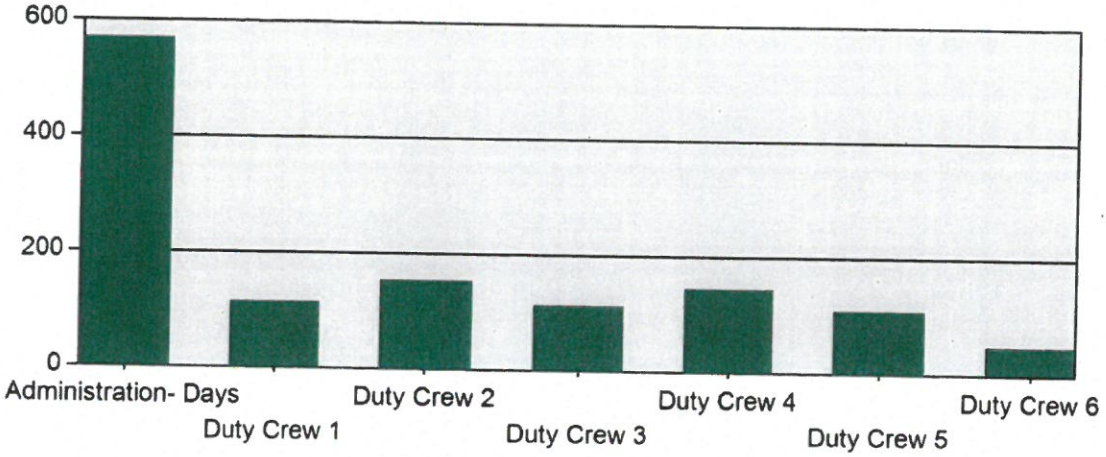
Hiawatha Fire Department

Hiawatha, IA

This report was generated on 1/5/2018 9:09:31 AM

Incidents by Shift for Date Range

Start Date: 01/01/2017 | End Date: 12/31/2017



SHIFT	# INCIDENTS
Administration- Days	570
Duty Crew 1	115
Duty Crew 2	154
Duty Crew 3	114
Duty Crew 4	146
Duty Crew 5	109
Duty Crew 6	49
TOTAL:	**1257**

Incidents with multiple EXPOSURES, with distinct stations, may create a slight difference between the report total and total number of actual incidents for the DATE RANGE provided. The totals reflect the # INCIDENTS each STATION was assigned. Only REVIEWED incidents included.

MEMO

DATE: January 9, 2018

TO: Chief Nesslage
Hiawatha Fire Department

FROM: Diana Patten, MA
CRFD-Public Education Specialist

RE: Thank you!

Chief Nesslage – on behalf of the Puppy Jake Foundation and the dog teams, CRFD, I want thank you so much for the Hiawatha Fire Department-Ambulance crew participation in this event. EMS team members, Joey and Josh, were such a pleasure to work with last Saturday and their enthusiasm for this puppy training retreat was a HUGE bonus!

Because of the involvement of all of the EMS professionals, these dogs, once assigned to wounded veterans, will have at least been introduced to the sights, smells and sounds that can only help in case their *person* ever needs us.

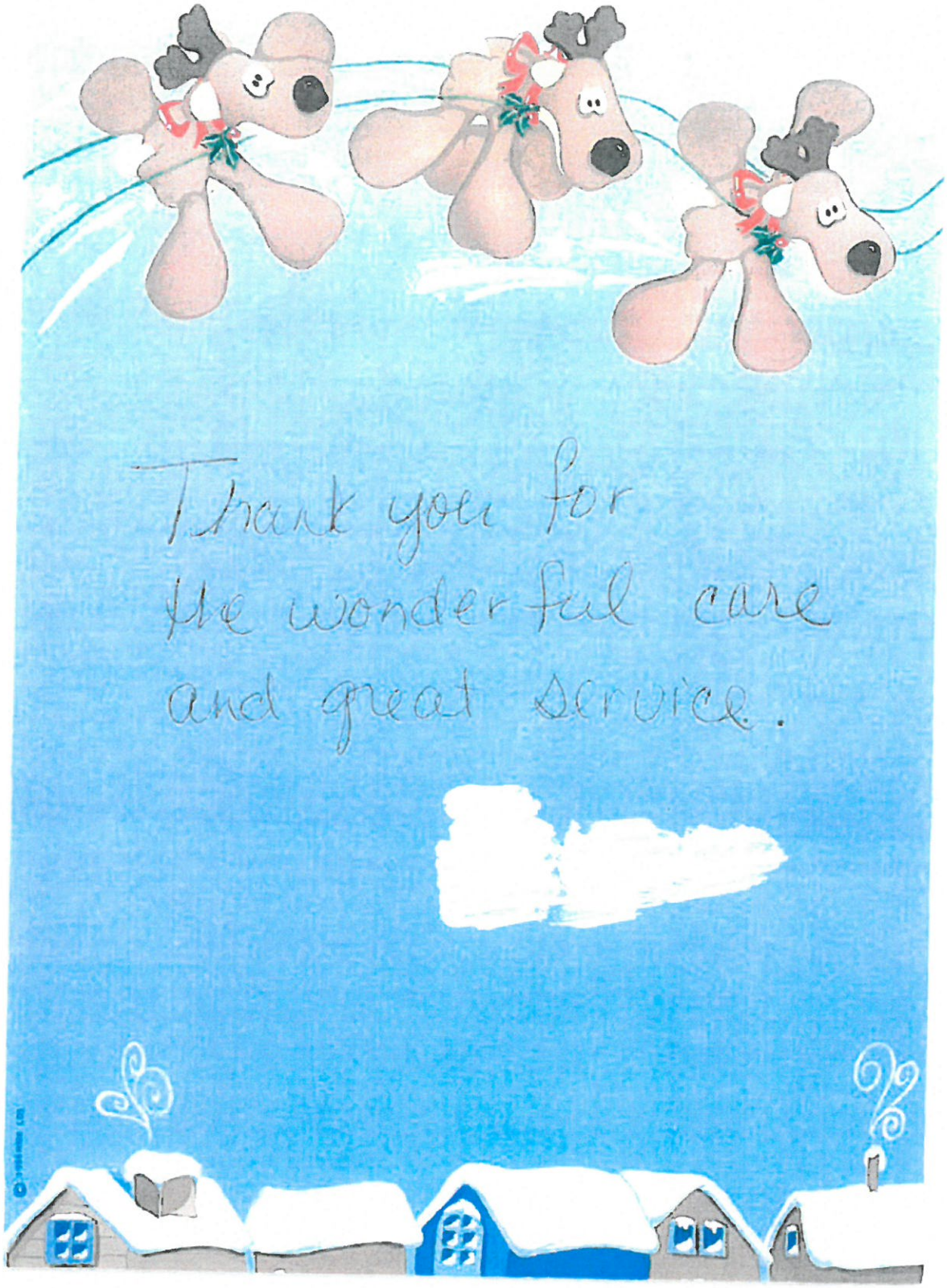
Again, thank you very much.

PS: Enclosed are pictures for your team members.

MANATHA
FERNO

On the evening of Oct 6, about 7:45
your emergency crew on duty carried
my comatose husband,
from our home on down to
Mercy Hospital. The team there
diagnosed basilar thrombosis, gave
him tPA and sent us on to the Vogelsang
Hospital. During his recent follow
up appointment, the neurosurgeon who
retrieved the clot told us 95% of patients
with this diagnosis either die or live
in a nursing home the rest of their lives.
Instead he is tired but otherwise has
little to no residual damage. Dr Ortega
said in his case the luck of timing or
proper skills made that happen. This
miracle is beyond words for you or
family so I'll just say a HUGE thank
you for being the first responders to the
life threatening journey we were on. Bless
to all & everyone that makes this
vital service available to our community.

Sincerely,


Thank you for
the wonderful care
and great service.