

To: Algonquin - Lake in the Hills Fire Department

November 8, 2015

From: Ingrid Iverson-Jackson

Algonquin, IL 60102

Dear Fire Fighters, Support Personnel and Leadership,

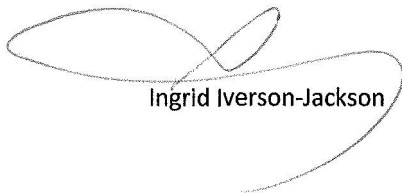
It was seven months ago today that our home was struck by lightning, resulting in a fire. Consequently, we had to leave our home of twenty-five years so the rebuilding and repair process could ensue. Now that we're back home, we feel compelled to send you a message of thanks for making our home coming possible.

Realizing that our home was on fire was an unforgettably horrible moment. The fact that the Algonquin - Lake in the Hills Fire Department arrived in under five minutes was simply amazing! Being a retired business leader, it's an ingrained practice for me to analyze processes, post-event, to determine what improvements can be made. In fact, one of my roles was to lead the global "Performance Improvement" team for a major corporation. That role required me to be highly critical in order to identify new opportunities. In my humble opinion your performance on April 8th, 2015 was flawless.

All individuals we observed and/or interacted with impressed us as being well trained professionals. The people who communicated with us on the phone and on-site were calming, anticipated our questions and concerns and made us feel that we were in the best possible hands. We were well informed during and after the entire event. Not only that, you saved our home! I know that it's not always within your control to do so. I know it must be disheartening to fight fires that don't result in such a happy ending. However, thanks to all of you, I am back at home sitting on my couch, typing on my laptop with one of the three precious pets you saved snoozing by my side. Please know that Brion and I are endlessly grateful to the Algonquin Fire Department for making this possible.

So, if you're sometimes having an extra long day and maybe feeling a bit unappreciated, remember how important your jobs are, and what a difference you make in people's lives.

Sincerely,



Ingrid Iverson-Jackson