

To the 911 operator who
took our call placed
on February 8, 2009 for
my 3 year old son
[REDACTED]

The quick response &
superior care from you &
[REDACTED] is greatly
appreciated. You may
feel like you were just
doing your job but I
want you to know that
you saved my son's
life & for that we will
be eternally grateful.

Your calmness &
compassion is what kept
me strong through that
traumatic experience.

Firefighter III Lori Klima

Thank you...
and God bless you.

You will always have
a very special place
in my heart.

The Heinlein Family

Bruce, Shannon,
Henry &
Howard