

Subject

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Other (Compliment)

Message

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I apologize that this is long overdue, but I wanted to compliment FEMS on the response I received after I was in a traffic accident on 1/23/08 at the intersection of 4th and E NW in the evening.

The driver who hit me and I had barely pulled the cars out of the intersection and gotten out of them, let alone called 911, when help arrived. Neither of us were injured and neither car was a fire risk, but help was there immediately if it had been. It was a bad enough accident to total my car so it was no minor fender bender.

The staff who responded were polite and helpful. They responded efficiently and were on their way as soon as it was clear they weren't needed, but did make sure that we knew that the police were coming.

I was very satisfied with how the situation was handled and felt that if it had been a more serious accident, I would have been in good hands. They helped me feel ok about what was a really bad evening.