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11/17/2012

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Robert Snyder

[REDACTED]

Ventura County Supervisor Linda Parks
625 West Hillcrest Drive
Thousand Oaks, CA 91360

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BOARD OF SUPERVISORS

Supervisor Parks:

I am writing you today as the beneficiary of excellent public safety service. On November 9, 2012 on or about four o'clock in the afternoon, my uncle, Gary Brown of [REDACTED] Thousand Oaks fell from a ladder near the second floor of his home. AMR paramedics and the Ventura County Fire Department responded to the scene. I was not present at the scene and arrived the following day from Minneapolis. However, I would like to share some comments and observation of the neighbors who were at the scene and who are very close to my uncle. They described the response and treatment as the "Super Bowl" level of service. That same service continued at Los Robles hospital and VCMC (transferred there due to the nature of his injury to his pelvis.)

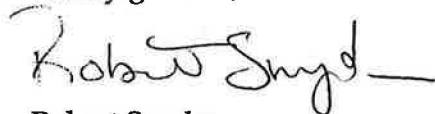
The personnel who responded to the scene left an indelible impression with family and neighbors of [REDACTED]. It is very apparent that the men and women of AMR and the Ventura County Fire and Communications Department are highly motivated and have a genuine thirst for excellence.

I also would like to thank the Ventura County EMS agency for their tireless work in implementing a trauma system that made a world of difference in my uncle's care and life saving interventions.

I know that this level of service is not typical in the United States.

Please pass on the deepest appreciation from the family to the agencies that I have listed above.

A very grateful,



Robert Snyder