



September 2, 2011

Michael Kelly
START Group
P.O. Box 180
Bloomington, IL 60108

Good Morning:

We on A-shift wish to thank the START Group for providing the Confined Space and High Angle Rope Rescue training for our Department. The training you provided was amazing. It was exciting to work with a very knowledgeable and experienced group of instructors. We appreciated how you are able to teach to all levels within our department. You demonstrated patience and encouragement that gave us the confidence we needed to succeed.

We came to the consensus that the training we receive from the START Group far exceeds any training we have received in the valley. In the future we hope that other departments within the valley take advantage of such a great opportunity.

On a personal note to Pat, Tom and Ray although you have been extremely successful in the fire service you haven't forgot the importance of serving your community and building up successful Firefighters that will follow in your footsteps. You are the leaders we want to become.

Sincerely,

A-Shift
Clearwater Paper Fire Department