

February 15, 2014

Governor Nathan Deal  
206 Washington Street  
111 State Capitol  
Atlanta, Georgia 30334

Dear Governor Deal:

January 28, 2014 was indeed a new experience for me. I experienced first hand now what would be the first snow jam of 2014. I was caught on the surface streets and stuck in gridlock traffic for over 8 hours. I was one of the more fortunate ones because I managed to make it to a CVS store where I parked my car and went in to use the restroom and purchase some necessary survival items. It was there that I would cross paths with Captain Gregory Chambers. I know it was God that placed me near him to hear him ask if any one needed refuge from the snow storm. He was offering rides to his fire station #13 on Plummer Road. He said he could offer a safe place where we could warm up, get something to eat and have a place to sleep for the night.

There was a trusting spirit about him, so I and four others took him up on his offer. When we arrived at the fire station, others were already there. You see he had been going back and forth looking for people in need or stranded to help. He wasn't waiting for people to just show up at the fire station, he was seeking them out. In a time where good customer service and people helping people is in short order, it is refreshing to see someone going out of their way to help. The night would soon bring some 20 to 25 new stranded people. Captain Chambers and the other firemen found accommodations for all of us; men, women, children and we even had a ten month old baby. No one was turned away.

The next morning came and the news of the weather indicated we were not going anywhere anytime soon. The preparation for breakfast was on the way. We were served a hot breakfast, a hot lunch, and a hot dinner. These meals were not just meals, they were restaurant quality meals. I felt like I was at a bed and breakfast on vacation. The firemen treated us like we were their very special house guests. I commented to Captain Chambers that I felt like I was at the White House. He replied, "This is your White House." I felt that he meant the fire station was for our community and they are stewards over it. We continued to watch the news and the weather forecast and it became apparent that I wasn't going to be able to go home yet.

We settled in for another day and night at the fire station with the hospitality of the A, B, and C shifts. The **A** shift consisted of Captain Terrance Williams, Firefighters Jason Pierce and Rodreco Barnes. The **B** shift consisted of Captain Mark Dessez, Firefighters Robert Morris, Shawnette Love and Christopher Chaflin. The **C** shift consisted of Captain Andrea Hall, Firefighters Eric Ware and John Henderson.

When Captain Andrea Hall on the C shift came in Thursday morning, she sprang into action. She introduced herself, just as the previous Captains had and welcomed us to Fulton County Fire Station #13. She asked if we needed anything, had any allergies or medical needs and asked what we wanted for breakfast. We all replied its Fire Stations choice. Captain Hall went shopping and came back with groceries and had Chef Eric Ware prepare the most delectable breakfast for us.

In between emergency calls, checking on their families and all the other calls that came into Fire Station, the firemen did their job with competency, professionalism, love, care and compassion quite effectively. In the midst of doing all of this, they still took the time to interact with all of us especially the children while putting their minds at ease during the storm and being away from home. Captain Chambers tried to address and assist with the medical needs of the stranded including myself. When it was finally safe for us to leave, the firemen made sure we made it to our vehicles safely and followed up to make sure we had made it home safely.

I'm writing this letter to let you know of the great work that the firemen at Fire Station #13 provide for Fulton County. The sensitivity and consideration that they shared with the guests at the station during the ice storm of January 2014 was deserving of commendation and indicative of the dedication they have for their positions in service to the citizens of Fulton County.

Please consider them for any commendations, accommodations, or raises because they truly earned it.

Respectfully,

  
LaVern Warren  
Grateful Citizen