

MEMORANDUM

DATE: November 17, 20XX
TO: Gene Olmstead, Battalion Chief, EMS
FROM: Roberta Simmons, Captain, Engine 1301
SUBJECT: Citizen Complaint

Engine 1301 was conducting fire prevention inspections on 3rd Street this morning. As we returned to the engine a citizen, Margaret Thomas, met us. Mrs. Thomas wanted to ask questions about how we deliver EMS services.

Initially her questions were generic. She asked about how we select which units to dispatch, what each unit's capabilities are, what the training level on the various units is and how we determine who gets transported. The crew and I answered her questions, but as the conversation continued it became apparent to me that there was more to her questioning than simple interest in Anytown Fire Department.

When I asked her if there was something particular that I could help her with, she acknowledged that she recently called 911 for her husband. She was upset because

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