

March 4, 1999

Russell Hayden, Inspector San Jose
Fire Department 4 North Second St.
San Jose, CA 95113

Dear Russell,

I wanted to take a moment before I leave to thank you for your dedication to the San Jose Fire Department over the years. I am especially appreciative of what you have accomplished in several special assignments over the last few years.

Your work on Public Education Program really moved the program forward, notably the internship program you initiated and the Senior Citizens you hired through the National Council on Aging. Involving people from outside the department to help us in delivering very important safety messages was a great idea and remains very beneficial.

As our Public Information Officer, you dealt with a number of sensitive issues with both compassion and professionalism. As our liaison with the press you represented the department well and always provided timely and accurate information so that press could provide the citizens of San Jose with a clear picture of important incidents and events.

Your smooth coordination of the inspection program between the line and the Bureau of Fire Prevention, while serving as the Company Liaison Officer, did not go unnoticed. This is a very important function and you did it very well.

Your most recent accomplishment, and perhaps with the most far reaching results, is the excellent recruitment program you have set up for the department. Once again, your professionalism and dedication were evident as you launched yourself into the program. Your organizational skills were evident while you set up an office, designed and acquired a recruitment van, obtaining a donation from Adobe

Systems, and setting up a large and successful intern program. The recruitment plan you developed is excellent, and with the effort I know you will continue to put into the program, the San Jose Fire Department will soon have the most impressive and successful recruitment program of any Fire Department.

Thank you, Russ, for all your hard work, dedication, and for helping to make the San Jose Fire Department the excellent organization that it is today. You have always been a tremendous asset to the Department, and I have really enjoyed working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Dorman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Robert Dorman, Fire Chief San Jose Fire
Department