

Leigh Ann Wagner Kroening

From: Ed Janke
Sent: Wednesday, March 30, 2011 11:38 AM
To: Adam Schweigl "Schweigl85@yahoo.com"; Angel Van Den Heuvel "heavenly_girl7@hotmail.com"; Brian Miller "brimillerhfd@yahoo.com"; Bryan Winker "analogtux@gmail.com"; Caroline Kraeger "caroline.kraeger@aurora.org"; Casey Janke (cejanke@new.rr.com); Craig Mallett (csmall9@new.rr.com); Cris Fezatte; Cris Fezatte (cfezatte@new.rr.com); Dan Weyenberg "danielweyenberg@yahoo.com"; Dave Bugni (dbugni@new.rr.com); David Kobiela "kojak_ffmedic@yahoo.com"; Dirk Larson "d_diggler34@hotmail.com"; Don Phillips; Don Phillips "djp@new.rr.com"; Ed Janke; Greg Nelezen (gregnelezen@yahoo.com); Greg Stilp (Stilp9379@fvtc.edu); Heather Imhoff (himhoff@gmail.com); Jared Hopfensperger (jaredhopfen@yahoo.com); Jeff Janiak (jethro3000@hotmail.com); Jeff Krall (jkrall920@gmail.com); jiverson@broadwayautomotive.com; Joe Kobiela (jkobiela@yahoo.com); Joe Young ; John Kanikula (kanikula_john@hotmail.com); John Schweitzer; John Schweitzer "jschweitzer@hastingsmutual.com"; Kevin Craig (Kevincraig80@yahoo.com); Landon Gonnering (lgonnering@countyrescue.com); Lee Miskovich "misky67@yahoo.com"; Luke Van Noie "luke624hfd@fireman.net"; Mark Mandich; Mark Mandich "mmandich@new.rr.com"; Max Kehl (maxyhfd@yahoo.com); Michelle Hammond; michellehammond@hotmail.com; Mike Winfree "Freedogg2000@yahoo.com"; Nate Olejniczak (nateole45@aol.com); Nathan Smithson (bwlphenom@yahoo.com); Phil Verville "pjverville@aol.com"; Ross Rhode; Ross Rhode "fairmuffler@new.rr.com"; Russ Stover; Russ Stover "russamys@new.rr.com"; Shane Brunner (flexshane87@yahoo.com); Shane Lestrud; Shane Lestrud (firefighter042@att.net); Stefan Schaefer; Stefan Schaefer "sschaefer227@yahoo.com"; Steve Nick; Steve Nick "ZR793@netnet.net"; Tim Moes "tmoes13@gmail.com"; Tom Jones; Tom Jones (tjones003@new.rr.com); Tom Mooren "tmooren4@new.rr.com"; Tom Nejedlo ; Tony Piontek; Tony Piontek "tony@firellc.com"; Trevor Anderson (trev4korn@yahoo.com); Weissman Matt "mweissman@cellcom.us.blackberry.com"; Wyatt Wisnefske; Wyatt Wisnefske "wrw-78@hotmail.com"
Cc: Jerry Horen; John Jauquet ; Patrick Laughlin; Paul DeCoster; Randy Revling; Burt McIntyre; Robert Bartelt; Leigh Ann Wagner Kroening
Subject: FW: Van Lanen Fire

Good Morning,

I wish to share with you an e-mail that I received this morning from Marla Van Lanen, homeowner at Knights Ln. I am also sharing my response.

We truly have much to be thankful for. Most importantly that we can make a difference for someone in their most desperate time of need.

Although Mrs. Van Lanen and her family lost her home and some of their property, she found the time to say thank you.

Perhaps there are several lessons here. Saying thank you is the first, the second is understanding how we touch the lives of those we serve.

We strive as an organization to do the right thing which includes not simply fire suppression but instead caring for our citizens through the entire process.

Ask yourself; how would you wanted to be treated if you had a major fire event in your home or business, involved in a car accident, had an alarm at your home.

I will accept nothing less in terms of our performance.

Our values of professionalism, performance and discipline continue to be reflected in the letters, e-mails and daily compliments that we receive from our stakeholders.

You have much to be proud of.

Respectfully,

VILLAGE OF HOWARD

Ed Janke

Director of Public Safety

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Green Bay, WI 54313

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From: Ed Janke

Sent: Wednesday, March 30, 2011 11:19 AM

To: 'Marla VanLanen'

Subject: RE: Van Lanen Fire

Good Morning Mrs. Van Lanen,

Thank you for the kind words.

As you continue through the process, I want you to know that we are here to support you and your family in any way that we can.

Howard is an extraordinary community; we are all fortunate in our time of need to have our family, friends and neighbors.

If there is anything else that we can do, please contact me.

Thank you again.

Regards,

VILLAGE OF HOWARD

Ed Janke

Director of Public Safety

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From: Marla VanLanen [<mailto:mvanlan1@stvgb.org>]

Sent: Wednesday, March 30, 2011 11:03 AM

To: Ed Janke

Subject: Van Lanen Fire

Hi. I am the home owner at 3149 Knight Lane and the Mother Of Jayson Blake who escaped from the home. I want to thank you and your crew for all the wonderful treatment you gave to my family and the hard work involved in trying to save our home and the investigation that followed. You did speak several times to my husband, Kevin. While we may never know the cause of the fire, I wanted you to know that I am forever grateful for you care and concern during our ordeal. Sincerely, Marla Van Lanen



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