

SHOW ME EXPERIENCE SPOTLIGHTS

STORIES OF EXCEPTIONAL MISSOURI CITY CUSTOMER SERVICE

JANUARY 22, 2018

L-32 B - Keeping our Citizens Safe and Warm

BE PROUD

BE WELCOMING

BE PROFESSIONAL

BE PROACTIVE

BE RESPONSIVE

BE KNOWLEDGEABLE

BE A TEAM PLAYER

BE APPRECIATIVE

On January 16th, Missouri City was gripped by a winter storm with freezing temperatures and wind chills in the teens. The Fire crew on Ladder 32, B shift, responded to a call that morning to an elderly couple's home. They truly made a difference for these citizens with their PROACTIVE customer service via anticipating the citizens' needs and exceeding their expectations.

Upon arriving, the crew learned that the heater in the elderly couple's home had gone out the night before. They had spent a long, cold, night in their home. The couple was worried that they may have to go to a shelter, as they watched the temperature continue to drop.

L32's crew assessed the situation and was able to determine that a fuse had blown. They returned to the station for one of the crew to grab a fuse from a personal supply and headed back to the home to get the heater working.

The next morning, the woman at that home called to express how extremely grateful she and her husband are. She stated she feels the crew went "way beyond the call of duty."

"I'd like to publicly thank L-32's crew for going above and beyond expectations this morning. This is not something we normally get involved in, but, with the harsh weather conditions and worsening roadways we felt it best to check on elderly residents. Lt. Horsak and his crew should be commended as they definitely made a difference in the life of one of our residents. Thank you for always doing what is best for the residents of Missouri City!"

- Battalion Chief Jon Wheeler

"That's excellent customer service! Hats off to Lt. Horsak and L-32's crew for going that extra mile to assist a citizen in need. Their actions exemplify the Council's strategic plan goal "Create a great place to Live," the Management Priority of "Customer service," and the department's priority, "Community Engagement. Job well done, L-32B." - Assistant Fire Chief Kenneth Johnson

