



City of Santa Fe Fire Department

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April 26, 2012

Mat Jackmond, President
My Fire Rules
The Rules Guys LLC
3225 McLeod Drive, Suite 100
Las Vegas, NV 89121

Mr. Jackmond,

On behalf of the Santa Fe Fire Department, I would like to thank you and My Fire Rules (MFR) for your continued support during our transition to Zoll. As you know, we adopted Zoll FireRMS and My Fire Rules just over one year ago. You were there from the beginning as the team who began our transition process to Zoll retired 3 months before our Department-wide roll out. When I stepped in to continue the project with Rene Roque, you supported us patiently as we stumbled through learning and implementing a system that was foreign to us. We sincerely appreciate your patience, education and support. Even now, you somehow seem to make yourself available to answer questions about MFR, Zoll, and EF Recovery when we need your input the most. We realize that we are not your only customer, but you certainly make us feel like it! Your responses are always expedient, solution-oriented, kind and sometimes humorous! I am impressed with your skill set and willingness to answer questions that span a wide variety of topics and expertise. Your willingness to share your insight into Zoll, EF Recovery, HTE Sungard, CAD, GIS mapping and everything in between has helped us immensely! Thank you for being our Tech Support, Consultant, and Coach.

Sincerely,

Sheila Beuler, Fire Officer
Santa Fe Fire Department
200 Murales Road
Santa Fe, NM 87504
(505)955-3118

cc: Barbara Salas, Fire Chief