



LANE RURAL FIRE / RESCUE

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O2 February, 2011

To: Cooper Construction,

From: Dale Borland, Fire Chief

Reference: Fire Station reconstruction

To whom it may concern:

On August 24, 2010 our District suffered an unfortunate loss of one of our response stations due to a fire started by embers in an enclosed compartment on a fire engine. The damage was extensive to both the apparatus and the facility. Through the assistance of (SDAO) Special Districts Association of Oregon and upon emergency action by our Board of Directors I immediately contacted Cooper Construction to seek their assistance with our recovery efforts. I was put in contact with Doug Lay and within a matter of hours he was on site to inspect the damage and discuss our options. I subsequently signed a contract enlisting the services of Cooper Construction. The ensuing project was one of a great magnitude and far beyond the capabilities of our organization. I have dealt with many vendors and contractors throughout the course of business here at Lane Rural but none with such respect, integrity, and customer service in mind as that of Doug and the staff at Cooper. We were immediately impressed by the responsiveness, attention to detail, all encompassing project management, and the unspoken reassurance and trust that we had hired the right contractor for the job. Throughout this entire project we were confident that Cooper had everyone's best interests at heart including our publics, ours, and the insurance companies. The end result was a facility brought back to operation in a timeline and fashion far beyond our expectations. With that, I would like to take this opportunity on behalf of Lane Rural Fire/Rescue to specifically thank Doug Lay, Ken Pierce and Cooper Construction Company for their genuine excellent attitude, exemplary customer service, and truly hard work. If ever you are in need of a reference or any other assistance for that matter please don't hesitate to call or contact me at any time.

Sincerely,

Dale Borland
Fire Chief