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SERVING A FOURTEEN COUNTY REGION

December 2, 2016

Brigitte Farrell, Human Resources Representative
East Texas Council of Governments
3800 Stone Road
Kilgore, TX 75662

Dear Mark,

On behalf of ETCOG, I would like to extend a sincere thank you for the Active Shooter Response and De-escalation Training you provided to both our on-site employees and our Bus Operators located in the field throughout our 14 County Region. The feedback received from staff following your training consisted of some of the following responses:

"Informative!"

"Mark did an excellent job!"

"Makes you think and prepare."

"It made me think."

"Awesome training!"

"Very Effective."

"Loved it, fun and informative!"

"If you miss Mark's training, that's a 'missed opportunity'!"

"It was great both times I attended, lots of good information to really prepare you."

Responses from former Veterans who served during both peace time and conflicts consisted of comments such as "excellent," "great interactive training," "very effective and should be seen by all - men, women and children alike."

Thank you again for taking the time to inform and educate our employees here at ETCOG, your training clearly had a very positive impact on all!

Respectfully,

Brigitte Farrell