



TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: June 24, 2020

RE: **Letter of Appreciation Acknowledging Efforts of the Incident Commander and EOC Staff**

Fire Chief Hoage received the attached letter in his role as Incident Commander from an anonymous resident expressing appreciation to him and the EOC staff for their efforts in responding to the COVID-19 pandemic. I wholeheartedly agree with the author's sentiments and wish to add my appreciation to all City, Borough and Saxman employees for rising to the occasion and assisting the community in effectively responding to the pandemic.

From: [Abner Hoage \(UC\) \(Basecamp\)](#)
To: [Karl Amylon](#)
Subject: (KTN 2020 COVID-19) Thank You from A Grateful Resident
Date: Tuesday, June 23, 2020 11:38:51 AM

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Abner Hoage (UC) posted this message on Basecamp.

Thank You from A Grateful Resident

All,

The attached letter is addressed to me but is really a result of the great work all of YOU are doing. Thank you for all of the hard work and sacrifice!

Abner



[Anonymous Letter.pdf](#)

[View this on Basecamp](#)

This email was sent to: Steve Rydeen, Corey Padrón, EMT3 (UC), Steve Corporon, Dave Owings (PSC), Jason Alderson (SO), Scott Brainard, Jennifer Hecla, Andrea Buchanan (LOFR), Sherry Dunlay, Jen Bergen (UC), Kacie Paxton, Ruben Duran, Deanna Thomas, Karl Amylon, Lacey Simpson, Bob Newell, Lori Richmond, Peter Amylon-(DOCL), Kim Simpson, Deputy PIO, Roxann Byron-Finance/Saxman, Cynna Gubatayao (FSC), Mark Hilson, OSC, Nate Herring (DPSC), Amy Briggs (PROC), Nick King (ASITL), kimm@ktn-ak.us, mhillson@ktn-ak.us, Ruben Duran, Trevor Shaw (PUL), Richard Harney (RESL), Margaret Custer, John Brown, Joe, Dale Warner CBP, Gilbert Varela, Pat Tully, Morgan Barry (DOSC), Jonathan Lappin (SITL), Jennifer Kolanko, Melissa Reed, and Abner Hoage (UC).

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6/20/20

Abner Hoage, EOC Incident Commander
City of Ketchikan
70 Bawden St.
Ketchikan, AK 99901

Dear Chief Hoage,

I just wanted to drop a note of thanks and show of respect for all you and your team are doing in the midst of COVID-19.

I don't envy your job, with tempers, opinions and misunderstandings flaring in all directions. But the constant release of information to the public as events transpire is a great sense of reassurance for me. It demonstrates how seriously the City and Borough staff are taking this epidemic. And it gives me a daily source of information that helps me decide how I want to respond, react or plan for my own actions.

I was also impressed with your recent message asking people to proceed with kindness. Your voice added a calming element to a volatile situation, and gave a human voice to an official source. I certainly listened and appreciated your tone and words when I received the alert on my phone.

I'm sure you're putting in long hours and work that none of us will ever know. I appreciate your dedication and the sacrifices you and your family are making on behalf of our community. I think we're so fortunate to have your leadership during a time like this. I've really been impressed.

I'm also sure you're taking a lot of flak, but I hope you're also finding support – and kindness – from people in our town.

Thank you. Take good care.

A grateful resident

cc: Karl Amylon