

Hi Jason:

I just wanted to express my appreciation for all your staff did for us on Friday evening when we had an incident at the Barstow branch. Evidently K.B the janitor was in the back (fortunately), when she heard a loud 'boom' coming from the Barstow side of the building. Someone shot a bullet through one of the windows. The window had a large hole in it and it was shattered. K.B. immediately contacted CIS, who dispatched security. Lionel your security guard arrived promptly. Valley Alarm contacted the branch manager who ultimately contacted me to respond.

When I arrived, K.B was calm and still conducting her routine cleaning. Lionel was there (but his shift was over), waiting for relief. He stayed until a relief guard arrived. K.B. offered to stay longer if necessary to assist with cleaning up the glass.

Thanks again for everything. Your staff made the best of a bad situation and responded quickly and efficiently.

Nora Graf,
Facilities Manager

