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CITY OF TROY  
FIRE DEPARTMENT

Troy Fire Department  
500 West Big Beaver Rd.  
Troy, Michigan 48084-5254

To The People Who Protect This Community,

I want to thank you for the protection you give to the residents of the City of Troy. Last week I had a smoke detector sound its alarm... at 3:00 o'clock in the morning. A ladder is needed to change the batteries in five smoke detectors in my condo. It was not a problem to reach four of them. I had a ladder and my grandson did that for me. But, there is one smoke detector on the ceiling in the master bedroom that is impossible to reach with a regular ladder. The vee shape of the ceiling is probably 15 feet plus.

I spent the day trying to find someone who could help me with that one, checking and looking for a ladder to do this and, also someone willing to help me out. I am a senior citizen, and I am not able to crawl up ladders anymore. But in checking I found out I could call the Fire Department. By this time, it was late in the evening when I called the Fire Department number. The call goes to the Police Department at that time of night. The person who answered said he would call the person who was on duty at the Fire Department at that time of night.

In a few minutes I got a call from Ryan Cousino, Staff Lieutenant, Troy Fire Department. I told him what was going on and he said he would be there in a few minutes. He heard the alarm as soon as he walked in the door and asked to be shown where the alarm was coming from, and said, "I'll go get a ladder and be right back." He was back in about 10 minutes. He crawled up the ladder and changed the battery. Silence at last.

I just want to let all of the Firemen and Police men that protect us know, how grateful I am. I asked what the charge would be for that service and Ryan told me, nothing, this was just something you all do for the citizens of our community. The security company said they could send someone to change the battery the next day and of course there would be a charge.

Ryan Cousino is a kind and caring gentleman. He, as all of the Fire Department staff and Police Staff of Troy deserves our community's thanks and appreciation for doing what you do. I sleep better at night knowing this. A special thank you to Ryan Cousino, Staff Lieutenant. I sleep better at night knowing Ryan and all of you are there to keep us safe.

Sincerely,

Mrs. Barbara Conway  
710 Seabiscuit Dr.  
Troy, Michigan 48084